2000

THE CITY OF EDMONTON

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

DIRECTORY OF INFORMATION

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INTRODUCTION

The *Freedom of Information and Protection of Privacy Act* came into force for local government bodies on October 1, 1999. The Act governs the collection, use and disclosure of personal information by public bodies as well as providing for access to information in the custody or under the control of public bodies.

In the City of Edmonton, all departments, committees, boards and agencies fall under this Act, with a few exceptions (see Appendix A).

Purposes of the Act

The purpose and objective of FOIP are to make public bodies more accountable to the public by providing access to records and by protecting the personal privacy of individuals. The Act is built upon the following five principles:

- To allow a right of access to any person to records in the custody or control of a public body (e.g., the City of Edmonton) subject only to **limited** and **specific** exceptions;
- To control the manner in which a public body may **collect** personal information from individual Albertans; to control the **use** that a public body may make of that information; and to control the **disclosure** by a public body of that information;
- To allow individuals, subject to **limited** and **specific** exceptions, the right to have access to information about themselves which is held by a public body;
- To allow individuals the right to **request correction** to information about themselves held by a public body; and
- To provide an **independent review** of decisions made by a public body, such as the City of Edmonton, under the legislation.[1]

Impact of the Act

The Freedom of Information and Protection of Privacy Act:
Governs access to all records in the custody and control of the City of Edmonton, regardless of media or location with limited and specific exceptions such as draft judicial or quasi-judicial decisions, questions used in an examination or test, archival material, record of an elected official, etc.
Governs the way the City collects, uses, discloses and disposes of its records.
Requires the City of Edmonton to make available, to the public, manuals used in operation and decision making.

The Act is based on the assumption that the records of the City of Edmonton are public records and, with some exceptions, are to be as open and accessible as possible. The Act also views the records of the City of Edmonton as being in the City's custody and control during their existence

[1] Freedom of Information and Protection of Privacy: A Guide, 1997

- rather than being owned by the City. This will make the City of Edmonton accountable to an external authority, the Information and Privacy Commissioner, for its records and information management practices concerning access to information and privacy protection.

This Directory of Information is intended for use by the FOIP Coordinators, staff within all departments and members of the public as a method of determining the location of City of Edmonton records, including Personal Information Banks, within various departments. City of Edmonton procedures recommend that any inquiries about a record be directed to the department that has custody or control of the record.

FOIP COORDINATORS

	Telephone	Fax
ASSET MANAGEMENT AND PUBLIC WORKS Diana Roth 3rd Floor, Century Place Edmonton, Alberta T5J 3A3	496-5655	496-5636
CITY MANAGER'S OFFICE Brenda Waluk 3rd Floor, City Hall 1 Sir Winston Churchill Square Edmonton, Alberta T5J 2R7	496-8227	496-8220
COMMUNITY SERVICES Ellen Edwards 6th Floor, Revillon Building Edmonton, Alberta	496-4863	496-4945
CORPORATE SERVICES Lily Anderson 4th Floor, Chancery Hall Edmonton, Alberta T5J 2C3	496-5356	496-8854
COUNCIL SERVICES Jan Eyre 3rd Floor, City Hall 1 Sir Winston Churchill Square Edmonton, Alberta T5J 2R7	496-8181	496-7817
EMERGENCY SERVICES Donna Borejko 10351 - 96 Street Edmonton, Alberta T5H 2H5	496-1520	496-1518
HUMAN RESOURCES Ken Kreklewetz 3rd Floor, Century Place Edmonton, Alberta T5J 3A3	496-6535	496-6749

FOIP COORDINATORS (CONTINUED)

PLANNING AND DEVELOPMENT Jim Guthrie 8th Floor, MetroNet Tower Edmonton, Alberta T5J 3P4	496-6073	496-6034
TRANSPORTATION AND STREETS Karen Gullion 15th Floor, Century Place Edmonton, Alberta T5J 3A3	496-2810	496-2803
INVESTIGATIVE SERVICES BUREAU: PARKING ENFORCEMENT & TAG ADMINISTRATION SECTION Linda Letendre 2nd Floor Chancery Hall Edmonton, Alberta T5J 2C3	496-5161	496-5352
INVESTIGATIVE SERVICES BUREAU: LICENSING SECTION Pat McCail 2nd Floor Chancery Hall Edmonton, Alberta T5J 2C3	496-5239	496-2795
INVESTIGATIVE SERVICES BUREAU: BYLAW INVESTIGATIONS/ENFORCEMENT SECTION Laureen Hanlon 7th Floor Chancery Hall Edmonton, Alberta T5J 2C3	496-5200	496-5225
INVESTIGATIVE SERVICES BUREAU: ANIMAL CONTROL & TRAFFIC/ANIMAL/PARKING UNIT Christopher Henthorne 12515-128 St. Edmonton, Alberta T5L 1C9	496-8867	496-8824

DIRECTORY OF TERMS

Common Records

Records of an organization which support their administrative and operational functions, such as finance, buildings and sites, legal matters, equipment and supplies, and personnel. These records are consolidated in the section.

"Common Records" reduce duplication in the individual departments. Access to these records is through each individual department.

Exceptions to Disclosure

Exceptions to Disclosure are provisions of the *Act* which either require or permit refusal of the right of access to records or personal information in the custody or under the control of the City of Edmonton. The *Act* specifies limited and specific exceptions where disclosure would result in harm to governmente or a third party. These exceptions are set out in section 5 and sections 15 to 28 of the *Act.*

FOIP Coordinators

An employee of the City of Edmonton delegated the responsibility of processing FOIP requests.

Personal Information Bank

A collection of personal information that is organized or retrievable by the name of the individual or by an identifying number, symbol or other particular assigned to an individual.

Record

"Record" means a record of information in any form including books, documents, maps, drawings, photographs, letters, vouchers and papers, sound recordings, videotapes, electronic files, electronic mail transmissions, databases and spreadsheets, and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records.

COMMON RECORDS

All City of Edmonton departments, boards or agencies have a number of Common Records that support their internal operations. To avoid repetition, these common classes of records are described below and will not be listed elsewhere in this Directory.

Certain types of personal information banks are also common to most departments, boards or agencies. These records contain information about departmental employees and clients. To avoid repetition, the types of personal information banks that are common to most public bodies are described below and will not be listed elsewhere in this Directory.

Individuals seeking access to Common Records should send their requests to the appropriate department, board or agency. For the correct mailing addresses, refer to the FOIP Coordinator information at the beginning of each departmental entry.

General Classes or Types of Information

Information about the department's general administration and operational support functions such as finance, buildings and sites, information systems, materials and equipment, legal matters and personnel.

Administrative records relating to business plans, organizational charts, information exchange with other public bodies and organizations, annual reports, plans programs and travel.

Buildings and site records relating to the acquisition use maintenance, repair and renovation of buildings. Includes general leasing, design and specifications, parking and utilities.

Financial records relating to financial management and planning, audits, accounting, banking, estimates and budgets, revenue, expenses, financial reports and statistics, insurance and taxation.

Information systems and services records relating to the information systems in use, including computer applications, data resource management, and information services (including publications, internal library services, records management and archives management).

Legal records relating to contracts, legal opinions, rulings, litigation files for and against the city, including patents, inventions and copyrights.

Materials and equipment records relating to the procurement use maintenance and disposal of materials and equipment. Includes inventories, registration, licensing and permits.

Personnel records relating to staffing, appointments, termination, attendance, classification, position descriptions, employee relations, pay and benefits, occupational health and safety, staff training and development, performance appraisals, awards and recognition, reports, statistics, studies and surveys as they relate to personnel issues.

Personal Information Bank

- Accounts receivable

Location: accounting offices within departments, boards and agencies
Information Maintained: name, address, telephone number, financial information, social insurance number, and amount outstanding

Types of Individuals Included: individuals who owe money to the City of Edmonton
Use: collect outstanding revenue
Users: accounting staff, auditors
Legal Authority: Freedom of Information and Protection of Privacy Act, S.A. 1994, c.F-18.5, s.32

- Employee Directories

Location: offices within departments, boards and agencies
Information Maintained: name, office telephone and fax numbers, office address, classification or position title
Types of Individuals Included: employees of the public body
Use: directing calls, visitors and mail to appropriate staff
Users: City of Edmonton staff
Legal Authority: Freedom of Information and Protection of Privacy Act, S.A. 1994, c.F-18.5, s.32

- Employee files

Location: Human Resources Branches.
Note: employee files are usually kept in partitioned formats in order to limit access to only those staff who have a need to work with specific types of information. For example, payroll administrators do not access employee relations records, and safety officers do not access staffing records
Information Maintained: name, birth date, gender, social insurance number, home address, telephone number, emergency contact names and telephone numbers, employment authorization, resume/ application for employment, education, employment history, appointment records, performance appraisals, records of any disciplinary action, attendance records, pay and benefits information, including names and birth dates of dependants, staff development and training, occupational health and safety, employee assistance, medical documentation to support medical claims, health and life insurance records, employee conflict of interest disclosure statements, job classification, professional association memberships and certifications, and other personal data related to employment
Types of Individuals Included: City of Edmonton employees
Use: record the employee's work history and payroll/benefit transactions
Users: designated management, supervisors, personnel/human resources, and payroll staff
Legal Authority: Employment Standards Code (1988, c.E-10.2), *Freedom of Information and Protection of Privacy Act*, S.A. 1994, c.F-18.5, s.32

- Expense claims

Location: accounting offices
Information Maintained: name, organizational unit, mailing address, telephone and fax numbers, employee number, classification/occupation, kilometres travelled, purpose of travel and associated costs
Types of Individuals Included: City of Edmonton employees
Use: process expenses
Users: accounting staff, auditors
Legal Authority: Freedom of Information and Protection of Privacy Act, S.A. 1994, c.F-18.5, s.32

- Job competitions

Location: Human Resources
Information Maintained: name, home address, home and office telephone and fax numbers, application form, resume, job advertisement, screening and evaluation results, and appointment of successful candidate
Types of Individuals Included: applicants for City of Edmonton jobs
Use: document the hiring process and provide statistical data

Users: personnel/human resources staff, line managers, human rights officers, auditors
Legal Authority: Freedom of Information and Protection of Privacy Act, S.A. 1994, c.F-18.5, s.32

- FOIP requests

Location: FOIP Coordinators offices
Information Maintained: name, address, telephone number, description of information requested to be corrected, correspondence, copies of requested records
Types of Individuals Included: individuals submitting requests under the *Act.*
Use: maintain a record of all requests, compile statistics
Users: FOIP Coordinators, liaison staff
Legal Authority: Freedom of Information and Protection of Privacy Act, S.A. 1994, c.F-18.5, s.32

OFFICE OF THE CITY MANAGER

City Manager

A/Al Maurer
3rd Floor, City Hall
1 Sir Winston Churchill Square
Edmonton, Alberta T5J 2R7

Telephone: (780) 496-8222
Fax: (780) 496-8220

Mandate

The Office of the City Manager provides advice and counsel to the legislative level of the corporation. Corporate assistance and direction setting for senior administrative levels plays a key role in the effective management of the corporation. The Office of the Auditor General conducts independent audits and examinations that provide objective information, advice and assurance to City Council and the City Manager. Functions include Council/administrative relationship, long term strategic issues, regional cooperation, and audit and evaluation responsibilities. The Office will continue to provide leadership in supporting the implementation of Council's Economic Vision.

Organization

The Office of the City Manager is comprised of:
Office of the City Manager
Office of the Auditor General

FOIP Coordinator

Brenda Waluk
3rd Floor, City Hall
1 Sir Winston Churchill Square
Edmonton, Alberta T5J 2R7

Telephone: (780) 496-8227
Fax: (780) 496-8220

General Information: (780) 496-8222

Viewing can be arranged in the Office of the City Manager reception area, Monday to Friday from 8:30 a.m. to 4:30 p.m.

Please telephone to determine whether the building you wish to visit is wheelchair accessible.

Office of the City Manager

Mandate

The City Manager exercises administrative powers, duties and functions as outlined in Bylaw 12005 (Civic Administration Bylaw).

General Classes or Types of Information

Records relating to:

- Liaison between the Office of the City Manager and civic departments
- Liaison between the Office of the City Manager and elected officials
- Functions specific to the City Manager, including involvement in internal and external committees, events, and employee liaison activities
- Long term strategic issues, including studies, reports and project charters
- Issues management activities relating to the operations of departments
- Administrative and Council approved City Policy and Procedures
- Action on citizen inquiries and complaints
- Senior Management Team decisions
- See Common Records listing for administrative records

Personal Information Bank

- Personal Contribution Plans (PCP) of employees who report to the City Manager

Information maintained: name, payroll number and PCP
Types of Individuals included: employees who report directly to the City Manager
Use: Provides City Manager with details of employee work plans for the current year
Users: City Manager
Legal Authority: *Freedom of Information and Protection of Privacy Act*, S.A. 1994, c.F-18.5, s.32

- See also Common Records

Manuals

- City of Edmonton Policy and Procedures

Office of the Auditor General

A/David Wiun
10th Floor, Chancery Hall
3 Sir Winston Churchill Square
Edmonton, Alberta T5J 2C3

Telephone: (780) 496-8300
Fax: (780) 496-8062

Mandate

The Office of the Auditor General is independent of the City Administration reporting directly to the City Manager. The office is empowered under Bylaw 12005 to conduct:

- Value for money audits of City departments and agencies in which the Auditor General will assess the management principles, processes, information systems and practices implemented by the department or Organization and will assess whether due regard has been paid to economy, efficiency and effectiveness in the use of public funds and other resources.
- Cash handling reviews where the Auditor General determines whether cash resources are handled in a manner consistent with established City requirements and safeguarded against loss, and also assess the adequacy and effectiveness of internal controls within the cash handling location.
- Fraud investigations when the Auditor General receives any information that shows a plausible case of fraud, or determines during an audit, investigation or study, that an employee or Councillor may have acted fraudulently or committed any other criminal act. The Auditor General must conduct an adequate investigation to either confirm or dispel the allegation or suspicion of fraud.
- Compliance audits which focus on a department's or Organization's compliance with statutes, bylaws, policies, agreements and procedures.
- Program evaluations in which the Auditor General must provide objective information on Programs, including the adequacy of objectives, design and outcomes (both intended and unintended).
- Other special projects which include any audit, investigation or study not listed on the Annual Audit Schedule, that is directed by Council or the Special Audit Committee.

General Classes or Types of Information

Records relating to:

- Operational/working papers produced in the conduct of audits
- Reports resulting from the Office of the Auditor General's Annual Plan

- Cash handling reviews
- Fraud investigation reports

Personal Information Bank

- Personal Contribution Plans (PCP) of employees who report to the Auditor General

Information maintained: name, payroll number and PCP
Types of individuals included: employees who report directly to the Auditor General
Use: Provides Auditor General with details of employee work plans for the current year
Users: Auditor General
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- See also Common Records

Manuals

- Audit Procedure Manual
- Fraud Manuals

Office of the City Clerk

Mandate

The Office of the City Clerk supports the process of democratic governance in the City of Edmonton in five key business areas:

- Managing the Decision-Making Process of Council
- Managing the Election Process
- Administering support to quasi-judicial bodies (Assessment Review Board and Subdivision Development Appeal Board)
- Managing Corporate Information
- Leading and Managing the Office of the City Clerk and providing administrative support service to Council

Organization

The Office of the City Clerk has four Sections:

- Boards and Agencies
- Council Services
- Council/Committee Meeting Management
- Operations

Boards and Agencies
The Boards and Agencies Section is responsible for administering the Subdivision and Development Appeal Board and the Assessment Review Board, and coordinates appointments on behalf of City Council to civic boards and agencies.

General Classes or Types of Information

- Civic Agencies files

Assessment Review Board

General Classes or Types of Information

- Records regarding individual property and business tax complaints
- Individual complaint files (filed by tax roll number)

Personal Information Bank

- Property Tax Complaints

Location: Assessment Review Board, 1st Floor City Hall
Information Maintained: contact information of complainants; tax roll number; legal description of property; photographs of property
Types of Individuals: anyone who files a complaint
Use: Assessment Review Board Hearings
Users: City assessors; Assessment Review Board Members and staff
Legal Authority: *Municipal Government Act*, s.460

- Business Tax Complaints

Location: Assessment Review Board, 1st Floor City Hall

Information Maintained: contact information of complainants; tax roll number; legal description of property; photographs of property
Types of Individuals: anyone who files a complaint
Use: Assessment Review Board Hearings
Users: City assessors; Assessment Review Board Members and staff
Legal Authority: Municipal Government Act, s.460

Manuals

- Assessment Review Board 1999 Realty Assessment Members' Guide
- Assessment Review Board 1999 Realty Assessment Hearing Guide
- Assessment Review Board 1999 Business Assessment Background Materials

Subdivision and Development Appeal Board

General Classes or Types of Information

- Records regarding individual subdivision and development appeals
- Individual appeal files (filed by application number, retrievable by address and legal description)

Personal Information Bank

- Subdivision and Development Appeals

Location: 3rd Floor City Hall
Information Maintained: contact information of property owners and neighbours within a 60-meter radius of the property
Types of Individuals: anyone filing an appeal
Use: contact information
Users: Subdivision and Development Appeal Board
Legal Authority: Municipal Government Act, s.629

Manuals

- None

Council Services

Council Services manages the administrative support services to the Office of the Mayor, Office of the Councillors and Office of the City Clerk. Council Services also manages the Councillors' Administrative Assistants and provides support to the House Committee and Council Members.

General Classes or Types of Information

- See Common Records

Personal Information Bank

- See Common Records

Manuals

- Council Members' Handbook

Council/Committee Meeting Management

Council/Committee Meeting Management is responsible for providing meeting management support to Council and committees by handling correspondence addressed to the Mayor and Council, preparing and distributing agenda packages, providing procedural advice, and ensuring the accurate recording of minutes at all meetings.

General Classes or Types of Information

- Information pertaining to Council and committees
- Correspondence files
- See Common Records

Council Correspondence

The Council Correspondence Secretary is responsible for logging in and directing out mail addressed to the Mayor and to the Councillors.

General Classes or Types of Information

- Correspondence files

Personal Information Bank

- Correspondence files

Location: 3rd Floor City Hall
Information Maintained: contact information of individuals or organizations who write to the Mayor or City Council
Types of Individuals: anyone who writes to the Mayor or to City Council
Use: to respond to writer's questions or comments
Users: Office of the Mayor, Councillor's Offices; Civic Departments
Legal Authority: *Freedom of Information and Protection of Privacy Act*, s.32(c)

- Public Hearing Registration files

Location: 3rd Floor City Hall
Information Maintained: contact information of people registering to speak at a Public Hearing
Types of Individuals: people or organizations who wish to speak to a proposed bylaw or agenda item
Use: contact information, scheduling purposes
Users: Office of the City Clerk
Legal Authority: *Freedom of Information and Protection of Privacy Act*, s.32(c), *Municipal Government Act*

Manuals

- Council Members' Handbook

Operations

The Operations Section is responsible for:

- Administering and managing the Corporate Records Centre
- Providing Records Management advice to the administration
- Conducting and managing elections and censuses
- Providing research services to Council, the administration and to the public.

Corporate Records

General Classes or Types of Information

- Information regarding the administration and maintenance of the Corporate Records Centre and the Corporate Records Program.
- See Common Records

Personal Information Bank

- None

Manuals

- Corporate Records Procedure Manual

Information Services

General Classes or Types of Information

- Bylaws of the City of Edmonton
- Agreements, leases and land sales between the City and other parties signed by the City Clerk
- Budget Committee agendas, minutes and reports
- City Council agendas, minutes and reports
- Community Services Committee agendas, minutes and reports
- Executive Committee agendas, minutes and reports
- House Committee agendas, minutes and reports
- Public Affairs Committee agendas, minutes and reports (1974-1991)
- Transportation and Public Works Committee agendas, minutes and reports (1999-present)
- Utilities and Engineering Committee agendas, minutes and reports (1974-1980)

- Utilities and Finance Committee agendas, minutes and reports (1986-1990)
- Utilities and Public Works Committee agendas, minutes and reports (1991-1999)
- Various miscellaneous committees and task forces agendas, minutes and reports

Personal Information Bank

- None

Manuals

- None

Election Services

General Classes or Types of Information

- Information regarding all aspects of Election planning and the Municipal Census
- Current and historic census information
- Election information

Personal Information Bank

- election worker information files

Location: Election Office
Information Maintained: Contact information; application information; election experience
Types of Individuals: past and present election workers
Use: hiring purposes
Users: Election staff
Legal Authority: *Freedom of Information and Protection of Privacy Act,* s.32(c)

- list of voters (1980 – 1992)

Location: Election Office
Information Maintained: name, address, voting preference, citizenship, legal age to vote, residency requirements, ward information
Types of Individuals: citizens of Edmonton (1993 data)
Use: Election purposes
Users: Election staff
Legal Authority: *Local Authorities Election Act,* s.49

Manuals

- Candidate Handbooks
- Election Worker Manuals
- Census Worker Manuals

ASSET MANAGEMENT AND PUBLIC WORKS DEPARTMENT

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FOIP Coordinator

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Documents may be viewed at various locations Monday to Friday from 8:00 a.m. to 4:30 p.m.

Please telephone to determine whether the building you wish to visit is wheelchair accessible.

Mandate

Asset Management and Public Works manages and maintains a City-wide fleet of service vehicles. It oversees activities relating to City-owned buildings and facilities from design and construction through operations, maintenance and space management. It is responsible for the City's realty services, property and land management services for the City's assets, including management of the City's Non-Profit Housing Corporation. It operates the City's waste management system and represents the City on environmental issues. It constructs telephone duct, water and drainage lines and is responsible for collecting sewage and disposing of storm waters. It also manages, operates and maintains land and housing, and is responsible for the Office of the Commissioner of Housing.

Organization

The Asset Management and Public Works Department provides the citizens of Edmonton with a variety of services through four operational Branches, which report to the General Manager:

- Drainage Services
- Land and Buildings
- Mobile Equipment Services
- Waste Management

Internal services for the department are provided by the Office of the General Manager, Corporate Services and Human Resources. These include:

- Communications
- Financial Services
- Information Systems
- Personnel Services
- Records Management
- Training and Development.

Drainage Services

Drainage Services consists of four sections:

- Design and Construction (of Drainage Collection Systems)
- Drainage Operations
- Drainage Planning
- Wastewater Treatment
- Design/Construction is responsible for the design and construction of wastewater collection and drainage

facilities. Some construction services are also provided to Aqualta.

- Drainage Operations is responsible for operating and maintaining a reliable wastewater collection system to the treatment facilities and storm water collection system to the North Saskatchewan River.
- Drainage Planning is responsible for providing management, planning, engineering, technical drafting, record keeping, customer and support services necessary to commission, repair, upgrade and respond, and mitigate the environmental impacts of the City's drainage system.
- Wastewater Treatment provides biological treatment of wastewater and biosolids management. Wastewater Treatment relates mainly to a large-scale treatment facility at the Gold Bar Wastewater Treatment Plant.

Drainage Services operates in compliance with the Approval-to-Operate No. 95-MUN-117 as issued by Alberta Environmental Protection, for ten years commencing on June 1, 1995. The branch is also responsible for enforcing the:

- Sewers Bylaw 9675;
- Sewers Use Bylaw 9078; and
- Surface Drainage Bylaw 11501

Business directions have been established based on the Drainage Master Plan: Policy Document and in support of Plan Edmonton and the Infrastructure Strategy, to:

- Protect the existing infrastructure;
- Provide an acceptable level of service;
- Maximize environmental protection;
- Support orderly development; and
- Operate in an efficient and effective manner.

The drainage collection infrastructure is made up of three separate systems:

- Sanitary Sewer System - collects and treats wastewater. Funded from the Sanitary Sewer Utility rates.
- Storm Sewer System - collects runoff such as snowmelt and rainwater. Funded from General Tax Levy.
- Combined Sewer System - collects both wastewater and runoff. Funded on a proportional basis by the Sanitary Sewer Utility rates and the General Tax Levy.

General Classes or Types of Information

The operational records maintained relate to Drainage Planning, Drainage Operations, Design and Construction and Wastewater Treatment.

- AMPLE (Alberta Municipal Partnership in Local Employment) contracts/renewals/reconnects
- Approved surface drainage plans for residential subdivisions
- Area infrastructure rehabilitation
- Automation/instrumentation
- Bylaw Enforcement
- Capital projects
- Capital Region Sewage Commission
- Chemical requirements
- Combined sewer overflow strategy
- Consultants consulting agreements
- Construction Completion Certificates
- Construction equipment
- Contracts
- Correspondence with Alberta Environmental Protection
- Culvert Crossing Permits
- Daily Operational Logs - influent, effluent and bypass
- Development inspection
- Design/Construction drawings
- Disinfection facilities for final effluent
- Drainage studies and reports
- Energy conservation

- Engineering design
- Engineering drawings and permanent area contribution information
- Engineering, general
- Engineering land applications
- Engineering studies
- Environmental files
- Environmental impact assessment/screening reports
- Environmental inquiries and studies
- Environmental management of wetlands
- Environmental monitoring
- Equipment extension of clarifiers
- Farmland Final Acceptance Certificates
- Floodproofing Program
- Guidelines for residential and commercial/multifamily lot grading
- Industrial wastewater monitoring
- Inspection services
- Laboratory
- Laboratory, quality assurance
- Laboratory, research and development
- Lagoons
- Legal matters
- Local and trunk sewer rehabilitation
- Local Improvements
- Lot Grading Bylaws
- Lot Grading Certificates for commercial/multi-family, etc.
- Lot Grading complaints
- Maintenance
- Maintenance, pumpwells
- Maintenance, pumpwells data (by location)
- Miscellaneous agreements
- Municipal Improvement Agreement projects
- Neighbourhood drainage studies and reports
- New bioreactors
- North/south applications
- Nutri-Gold Program
- Odour Control Facility Project
- Open cut construction
- Operations, digesters
- Operations, directives
- Operations, general
- Operations, lagoons
- Operations, primary
- Operations, secondary
- Oversizing costs
- Permanent Area Contribution
- Permits to Construct
- Plant improvements
- Plant process
- Plant rehabilitation
- Private development application plans
- Private development subdivisions
- Project costing and estimates
- Project management system and project files
- Project management
- Process engineering
- Pump stations
- Quality assurance
- Research
- Roadway projects
- Redline revisions to surface drainage plans
- Residential Servicing Agreements
- River Valley and ravines
- Servicing costs, inquiries and requirements
- Servicing Standards revisions
- Sludge disposal
- Sludge to Farmland
- Solid Waste Monitoring
- Standards information
- Storage tanks
- Storm outfalls
- Storm sewer redevelopment
- Stormwater Management Lakes
- Studies
- STV Reports (Service TV Inspection Report)
- Sump Pump Connection Licenses
- Sump Pumps
- Tender documents

- Trunk dump sites
- Tunnel construction
- Wastewater Treatment Facility information

Personal Information Bank

- Damage Claims

Location: Kennedale, 12810 - 58 Street
Information Maintained: complaints from citizens for damages to person or property as a result of flooding, sewer backups, vehicle damage due to manholes, etc.
Types of Individuals Included: citizens and/or visitors to the City of Edmonton
Use: to address and resolve claims for damage
Users: Drainage Operations staff, Claims Adjusters, Corporate Services - Finance and possibly Law, if the complainant is not satisfied with the outcome
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Floodproofing Program

Location: 5th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: complaints regarding floodproofing problems relayed through Drainage Dispatch. Records the name, address, location of flood and response to the complaint
Types of Individuals Included: citizens of Edmonton
Use: to address and resolve the floodproofing issues
Users: Drainage Services staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Nutri-Gold Program

Location: Wastewater Treatment Plant, 10977 - 50 Street
Information Maintained: information on Sludge to Farmland Program including monthly reports, schedules, contract for lime, soil testing, rental of equipment, new/previous applications, fee-for-service agreements with consultants/contractors, field operations, letters of permission
Types of Individuals Included: citizens of Edmonton
Use: to address and resolve Sludge to Farmland Issues
Users: Drainage Services staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Referral Actions

Location: Kennedale, 12810 - 58 Street
Information Maintained: complaints regarding drainage matters. Records name, address, nature of complaint and response
Type of Individuals Included: citizens of Edmonton
Use: to address and resolve citizen's complaints
Users: Drainage Services staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Referral Files – Public Inquiries

Location: Gold Bar Wastewater Treatment Plant, 10977-50 Street
Information Maintained: concerns regarding wastewater matters made through Mayor or Councillors' Offices, records name, address, nature of concern and response
Types of Individuals Included: citizens and businesses within the City of Edmonton and areas that have concerns regarding wastewater
Use: to address and resolve citizen and public concerns
Users: Drainage Services staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- *Alberta Environmental and Enhancement Act*
- American Water Works Association Standards

- Approval to Operate Wastewater and Storm Drainage System
- City of Edmonton Driver's Manual
- City of Edmonton Policy and Procedures Manual
- Corporate Policy Manual
- Drainage Engineering Sewer Construction Specifications
- Drainage Master Plan: Part 1 Policy document
- Drainage Operations Procedures Manual
- Drop Shaft Hydraulic Design Manual
- Edmonton Building Bylaw 10456
- Edmonton Land Use Bylaw 5996
- Equipment Inventory Manual
- Guidelines for Watermain Testing
- Infrastructure Performance Criteria Manual
- Lot Grading Approval Guidelines
- Minimum Property Standards Bylaw 10641
- *Municipal Government Act*
- Operations Procedures Manual
- *Planning Act* Procedures Manual
- Project Management Manual
- Purchasing Procedures Manual
- Repairs Manual
- Ribbon of Green - River Valley Master Plan
- Safety Codes
- Safety Handbook
- Servicing Standards Manual
- Sewer Condition Rating Manual
- Sewers Bylaw 9425
- Sewers Use Bylaw 9678
- Soft Ground Tunnel Design Manual
- Specifications for Watermain Construction
- Standard Construction Specifications
- Standard Residential Precedent Agreements
- Standards and Guidelines for Municipal Wastewater Systems
- Stormwater Management Guidelines

Land and Buildings

Land and Buildings has five sections:

- Policy and Planning
- Leasing and Property Management
- Real Estate Services
- Engineering Services
- Buildings and Facilities Maintenance

and provides the following services to City departments, boards and authorities:

- Property management and accommodation services, parking operations, custodial services for corporate facilities
- Short and long-term strategic planning for civic use accommodation and corporate facilities
- Programming, design and construction and project management services for corporate buildings and building systems
- Property appraisal, acquisition, sales and leasing
- Land inventory management and development
- Management and administration of the City's Non-Profit Housing Corporation.

General Classes or Types of Information

This category contains information relating to:

- Access for persons with disabilities
- Accommodation planning
- Building Code compliance
- Building maintenance services for corporate facilities
- Building planning/operations
- City owned surface lots
- Computerized inventory of all Corporate land assets and implementation of Council's Land Management Policy
- Contracting-out custodial services

- Contracts/consultant agreements, consultant/contracts payment certificates
- Corporate facility management inventory
- Corporate facility management strategy/ capital project planning
- Custodial overheads
- Custodial services including:
  - Cleaning windows, drapes, carpets and furniture
  - Paper recycling
- Engineering reports
- Environmental reports
- Facility - site plans, drawings, specifications and photographs
- Floor plans
- Identify and undertake enhancements to surplus lands
- Land inventory reports
- Land management policies/procedures
- Land sales agreements/inquiries/land acquisition files
- Land use planning reports
- Leased space
- Leases *including*:
  - Agriculture
  - Buildings
  - Commercial
  - Industrial
  - Parkades
  - Residential
  - Utility lots
  - Vacant lots
- Loss prevention *including*:
  - Fire alarm systems
  - Fire extinguisher/sprinkler systems
  - Security systems
- Maintenance of City-owned buildings
- Maintenance of interior and exterior finishes *including*:
  - Building envelope maintenance
  - Carpet and floor
  - Interior decorations
  - Outside doors and other barriers
  - Signs
- Market sales date/market valuation estimates
- Mechanical/electrical systems *including*:
  - Air conditioning systems
  - Elevators
  - Heating
  - Ventilation
- Parking facilities
- Policy standards for construction and maintenance
- Preventative maintenance
- Project management for the renovation, maintenance, construction and commissioning of City-owned facilities
- Property and inventory management of City buildings, parkades and land holdings
- Renovations
- Signage
- Space evaluation as the corporate liaison space planning
- Specifications
- Supervision of custodial contractors
- Tenders

Personal Information Bank

- Parking Inventory System

Location: 20th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: name, employee number, make of vehicle, license plate number, parking request type
Use: assign parking stalls and bill non-job related users
Users: parking facilities staff, departmental parking contacts and accounting staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Alberta Building Code
- *Arbitration Act*
- Asbestos Removal Procedures
- Building Maintenance Safety Manual

- City of Edmonton Driver's Manual
- City Policy and Procedures Manual
- Departmental Environmental Manual
- Departmental Procedure Manual
- Edmonton Land Use Bylaw 5996
- *Environmental Protection and Enhancement Act*
- *Expropriation Act*
- *Freedom of Information and Protection of Privacy Act*
- Furniture Standards
- *Land Agents Licensing Act*
- Land Management Policy
- Maintenance and Operating Manuals for City-owned Facilities
- Municipal Development Plan
- *Municipal Government Act*
- Project Management Manual
- Public Works Procedures Manual
- Purchasing Procedures Manual
- Safety Codes
- *Surface Right Act*
- Space Standards

Mobile Equipment Services

Mobile Equipment Services has three sections:

- Fleet Support
- Fleet Services
- Maintenance

and provides the following commercially competitive fleet services to its' customers:

- Procurement and support services, engineering studies, specifications and fleet safety services to the corporate fleet
- Fuel, tire, towing, fabrication and parts services to the corporate fleet, and parts and buildings services to the branch
- Maintenance, repair, overhaul and equipment services to the corporate fleet and contractual customers.

Other services provided for all city Departments include fleet safety training, 24-hour accident investigation and emergency repair services.

General Classes or Types of Information

This category contains information relating to vehicle and equipment purchases, fleet safety training, and the servicing and maintenance of vehicles.

- Accident investigation
- Accident repairs
- Accident reports
- City Driver's Permits
- Contracts for:
  - Commercial repairs
  - Fleet services
  - Warranties
- Computerized information services
- Design and certification
- Disposal
- Driver training
- Fabrication Shop operations including:
  - Bending
  - Blacksmithing
  - Blade sharpening
  - Design and certification
  - Metal cutting
  - Sandblasting and painting
  - Welding and drilling
- Facility records
- Fleet inventory
- Fuel records
- Inspections including:
  - Commercial vehicle inspections
  - Pre-delivery
  - Preventative maintenance
  - Safety
- Life cycle analysis
- Modifications
- Parts including:
  - In stock
  - Inventory

    - Purchasing
    - Specifications
- Police Inspection Reports
- Purchasing of vehicles/equipment
- Rate analysis
- Seasonal overhauls
- Specifications for:
    - Buildings
    - Equipment
    - Vehicles
- Tenders
- Technical training
- Tires including:
    - Balancing tires
    - Purchasing
    - Repair
- Towing
- 24-hour/7 day emergency service
- Underground storage tanks
- Vehicle registration
- Washing of vehicles and equipment

Personal Information Bank

- None

Manuals

- Branch Standard Operating Procedures
- Building Manuals
- City Policy and Procedures Manual
- Driver's Manual
- Material Safety Data Sheets (MSDS)
- Operator's Manual
- Parts Manual
- Public Works Policy Manual
- Repair Manuals
- Safety Handbook

Waste Management Branch and Office of the Environment

Waste Management is responsible for managing the reduction, collection and processing of waste material for our customers, with due regard for environment, safety and fiscal concerns. The Branch is made up of three main service areas:

- Processing and Disposal Services
- Collection Services
- Public Education

General Classes or Types of Information

This category contains information relating to refuse collection and disposal, recycling, household hazardous waste handling and transfer station and landfill operations. The branch is also responsible for implementing programs to promote a cleaner environment and maintains information on the Edmonton Waste Management Centre which includes: the Materials Recovery Facility (sorting centre for Blue Bag material) and the TransAlta Co-composter.

- Bi-weekly residential waste program
- Bio-medical wastes
- Blue Bag Program
- Calendar schedule/rotation system
- Christmas trees - recycling
- Collection of solid waste
- Composting
- Contract inspection
- Customer agreements
- ECO Station set-up and maintenance
- Edmonton Waste Management Centre
- Hazardous wastes
- Household Permit Cards
- Industrial waste - non-hazardous
- Landfill operations
- Landfill gas utilization
- Long range planning
- Master Composter/Recycler Program
- Groundwater monitoring
- Multi-family rebates/bin service
- Public information/education
- Recycling depots
- Recycling residential
- Resource recovery

- Rubble aggregate recycling
- Street litter baskets
- Technical operations
- Trade waste removal
- Transfer Station at Kennedale
- User fees
- Waste disposal

Personal Information Bank

- None

Manuals

- Landfill Procedures

The Office of the Environment
is responsible for providing overall direction and coordination of the Corporation's environmental management activities, including developing and maintaining the City's ability to address broader environmental issues, ensuring that issues or concerns are delegated to the appropriate department, conducting research to develop short and long term approaches to corporate issues, and developing and maintaining environmental goals, policies and strategies.

General Classes or Types of Information

This category contains information relating to environmental issues including co-ordination, status reporting and general communication with the public, other governments and government organizations.

- Air quality - Edmonton
- Environmental Advisory Committee agendas, minutes and reports
- Environmental Steering Committee agendas, minutes and reports
- Environmental surveys
- Ozone depleting substances inventory
- Climate Change reports

Personal Information Bank

- None

Manuals

- None

Office of the General Manager and Shared Services

Office of the General Manager

- Departmental policies and procedures
- Employee training and travel
- Administration of Records and Information Management Program and *Freedom of Information and Protection of Privacy Program*

Communications

- Public relations
- Public awareness and education

Financial Services

- Budgeting for capital and operating expenses
- Revenue collection
- Accounts payable/accounts receivable
- Internal auditing and special studies
- Rates
- Financial reporting

Information Services

- Implementation and maintenance of the Public Works Local Area Network
- Administration of computer Help Line support of personal computers, printers and other hardware
- Evaluation and analysis of hardware/ software
- Purchase and installation of computer hardware/software

Personnel Services

- Accident/incident reporting and investigation

- Employee and family assistance
- Employee pay and benefit administration
- Equal opportunities
- Labour/employee relations
- Occupational health and safety services
- Position classification
- Recruitment and human resource management
- Regulation of Workers Compensation Board policies
- Theft protection
- Union contract administration

General Classes or Types of Information

- See Common Records

Personal Information Bank

- See Common Records

Manuals

- Asset Management and Public Works Policy Manual

PARKING ENFORCEMENT AND TAG ADMINISTRATION

POLICING SERVICES DIVISION

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Viewing can be arranged at the Parking Enforcement and Tag Administration office on the 2nd Floor of Chancery Hall, Monday to Friday from 8:30 am to 4:30 p.m. Chancery Hall is wheelchair accessible.

Mandate

The Parking Enforcement and Tag Administration Section is responsible for the planning, developing, organizing and coordination of parking enforcement and the Municipal Bylaw tag administration.

- Parking Enforcement is in direct support of Traffic Bylaw 5590, and the non-moving violations under the Highway Traffic Act. This is primarily achieved through Contract staff for the on-street patrol and public access routes on private property as well as citizens' complaints, and through external Agency Officers under the Private Property Parking Enforcement Program.

- The functions/processes for the administration and collection of fines on all Municipal Violation Tickets include: administrative support to the Bylaw Enforcement Officers and Agencies including other civic departments, Bylaw Officer and judicial system 'Special Constable' appointments, an information and appeal process for the Violator/ Public, tracking of tags and penalty collections, court collection process and conviction notices, and the administration for tracking specific penalty offenses for various Municipal Bylaws on the FINES system.

General Classes or Types of Information

The operational records maintained relate to the Parking Enforcement and Tag Administration Section. For more information see common records as described in the Directory of Information preamble.

- Agency bylaw enforcement officer administration
- Agency parking enforcement program administration
- Agency parking enforcement program applications and procedures
- Agency parking enforcement program site signage inspections and reports
- Agency parking enforcement program tag statistics
- Agency tag appeals and inquiries
- Chief of Police, Mayor and Councillor tag appeals and inquiry referrals
- Civic departmental correspondence
- Edmonton Police Service Bureau Administration tag appeals and inquires
- Parking enforcement program contract planning and administration
- Parking enforcement program daily operational logs and statistics
- Parking enforcement program contract information
- Parking enforcement program tag appeals and inquiries
- Public tag inquiry correspondence
- Reference material of other municipal statutes and information
- Reference material of various municipal bylaws
- Special events parking information and requirements
- Tag administration audit and tracking
- Tag administration inventory
- Transportation and Streets permission to park information and enforcement requirements

Personal Information Banks

- Agency Administrator

Location: 2nd Floor, Chancery Hall
Information Maintained: name, address, business and home telephone number, cell and fax number, occupation
Types of Individuals Included: Agency Parking Enforcement Program Administrators, Agency Bylaw Enforcement Administrators
Use: liaison for Agency Enforcement Program
Users: Parking Enforcement Program Coordinator and administration
Legal Authority: *Freedom of Information and Protection of Privacy Act, s32(c)*

- Agency Bylaw Officer

Location: 2nd Floor, Chancery Hall
Information Maintained: name, date of birth, name of employer, address, telephone number, issuer number, oath, security clearance, bylaw officer appointment, resume, reference letters
Types of Individual Included: Agency Parking Enforcement Program Bylaw Officers, Civic Bylaw Enforcement Officers
Use: to maintain Agency officer information
Users: Parking Enforcement Coordinator and administration, City Prosecutors – court notification only
Legal Authority: Freedom of Information and Protection of Privacy Act, s32(c)

- Contract Bylaw Officer Appointment Files

Location: 2nd Floor, Chancery Hall
Information Maintained: name, address, telephone number, issuer number, date of birth, security clearance, driver's abstract, Alberta Infrastructure Record of Defensive Driver Course, Service Best Certificate, driver's license, contractor's employee application, social insurance number, bylaw enforcement officer examination, oath, and bylaw officer appointment
Types of Individuals Included: all contract officers with the Parking Enforcement Program
Use: to maintain contract officer information required for appointment
Users: Parking Enforcement Program Coordinator & administration, Senior

Parking Enforcement Officer, City Prosecutors Office - court notification only
Legal Authority: Freedom of Information and Protection of Privacy Act, s32(c)

- Contract Bylaw Officer Performance Monitoring and Scheduling Files

Location: 2nd Floor, Chancery Hall
Information Maintained: name, address, telephone number, issuer number, and performance monitoring information
Types of Individuals Included: all contract officers with the Parking Enforcement Program
Use: to maintain information regarding the officer's performance which is provided to the contractor for evaluation, equipment sign out forms, shift scheduling and court appearance notification
Users: Senior Enforcement Officer, contractor representative - employee performance evaluation only
Legal Authority: Freedom of Information and Protection of Privacy act, s32(c)

- Court Conviction Orders

Location: 2nd Floor, Chancery Hall
Information Maintained: name, address, date of birth, conviction date
Types of Individual Included: individuals convicted by the Provincial Law Courts for Traffic, Highway Traffic Act and pedestrian offenses
Use: follow up for collection of outstanding fines
Users: Tag Administration and the Provincial Law Courts
Legal Authority: Freedom of Information and Protection of Privacy Act, s32(b)

- Returned Bank Cheques

Location: 2nd Floor, Chancery Hall
Information Maintained: name, address, telephone number, financial institution, and amount outstanding
Types of Individuals Included: public or companies
Use: collection of payment for the fine
Users: Tag Administration, Cash Management, Corporate Accounting, Financial Institutions
Legal Authority: Freedom of Information and Protection of Privacy act, s32(c)

- Tag Appeals

Location: 2nd Floor, Chancery Hall
Information Maintained: name and address of complainant, registered owner of vehicle, license plate number of vehicle tagged, bylaw offense
Types of Individual Included: complainant appealing the tag issuance
Use: in the investigation process of the complaint filed and correspondence to the complainant
Users: Parking Enforcement Program Coordinator and administration, Agency Parking Program Administrators, City Animal Control Director, City Field Investigations Director, City Licensing Director, City Police Bureau Admin, Edmonton Police Service Tow Lot, Meter Shop, Transportation and Streets, City Prosecutors
Legal Authority: Freedom of Information and Protection of Privacy Act, s32(b)

Manuals

- Agency Administrator Procedures Manual
- Agency Officer Procedure Manual
- Contract Officers Procedure Manual
- Highway Traffic Act Training Manual
- *Municipal Government Act*
- Police Act Special Constable Regulation
- Provincial Offenses Procedures Act
- The Police Act and Regulations
- Traffic Bylaw 5590
- Traffic Safety Act

LICENSE SECTION

POLICING SERVICES DIVISION

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Viewing can be arranged at Licensing office on the 2nd Floor of Chancery Hall, Monday to Friday from 8:30 am to 4:30 pm. Chancery Hall is wheelchair accessible.

Mandate

To assure compliance within the context and spirit of the Licensing Bylaws of the City of Edmonton, by those persons deemed to be governed by these Bylaws.

Organization

The Licensing Section is responsible for administration and enforcement of City Licenses and some Permits.

Licensing enforces: The License Bylaw; The Registration & Keeping of Dogs Bylaw; Vicious Dog Bylaw, Taxi Bylaw; Limousine Bylaw; Massage Practitioners Bylaw; Exotic Entertainers and Nude Business Bylaw; Dating and Escort Services Bylaw. Licensing administers Restricted Residential Parking and Parking Meter Permits.

Personal Information Banks

- Business Licenses

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, Date of Birth.

- Dog Licenses

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, Date of Birth.

- Taxi Licenses

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, Date of Birth.

- Taxi Drivers Licenses & Chauffeur Permits

Information Maintained: Name and Business Address, Provincial Driver's License Number and may include Home Address, Home Telephone, Cell Telephone, Date of Birth.

- Massage Practitioners Bylaw

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, and Date of Birth.

- Exotic Entertainers and Nude Business Bylaw

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, and Date of Birth.

- Dating and Escort Services Bylaw

Information Maintained: Name and Business Address and may include Home Address, Home Telephone, Cell Telephone, and Date of Birth.

General Classes or Types of Information

This section obtains and maintains records with respect to its licensing and permitting functions, as per Bylaw direction and procedural requirements.

Manuals

The City of Edmonton Personal Service Bylaw Procedure Manual is maintained on site.

The City of Edmonton Policy and Procedure Manuals are maintained on site.

License Section Policy and Procedure manual is maintained on site.

BYLAW INVESTIGATIONS AND ENFORCEMENT SECTION

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Edmonton, Alberta
T5J 4M6

Telephone: (780) 421-5207
Fax: (780) 421-5225

FOIP Coordinator

Laureen R. Hanlon
704 Chancery Hall
#3 Sir Winston Churchill Square
Edmonton, Alberta
T5J 2C3

Telephone: 780-496-5203
FAX: 780-496-5225

Mandate

Enhance the safety, security and quality of life of Edmontonians by the judicious enforcement of appropriate legislation, regulations and Municipal Bylaw violations. Timely, judicious and effective response to citizen complaints, inquiries for information and appeal processes.

Organization

Bylaw Investigations and Enforcement Section provides general Municipal law enforcement and limited Provincial Statute enforcement. This Section is empowered to handle 12 Municipal Bylaws and 2 Provincial Acts with a full-time staff of 10 Inspectors, 5 seasonal Weed Inspectors and 2 bylaw information clerks reporting to a Director. The Section reports to the Superintendent of the Policing Services Division.

General Classes or Types of Information

The Section maintains records on current, on-going investigations, bylaw matters set for trial, previous investigations resulting in formal enforcement action, current bylaw matters, policies and procedures, general bylaw information, resource materials, City maps and general statistics.

Personal Information Banks

Personal information is collected on a daily basis to facilitate the investigation and enforcement process.

Information is collected, maintained, and stored in the Bylaw Investigations and Enforcement offices located at 704 Chancery Hall.

The nature of the information collected is dependent upon the type of complaint and/or violation being reported. Complainants are sometimes required to provide personal information such as their name, address and telephone number, when reporting infractions and before formal enforcement

action can commence. In cases where a Witness Statement Form, (WSF) is filled out and sent in by a complainant, it is kept as a record in the investigation file. A copy of the WSF is retained by the complainant and a copy is kept by the Inspector.

The complainant's information is maintained in the Inspectors' files and can be stored for up to seven years if formal enforcement is required.

During an investigation, information regarding the alleged violator and/or property owner involved or implicated is compiled and maintained in the Inspectors' files. This personal information is used in the enforcement process by Inspection staff, and can be stored for up to seven years if formal enforcement action has been taken.

All personal information is collected under the authority of Section 32(B) of the ***Freedom of Information and Protection of Privacy Act.***

Manuals

The Bylaw Investigations and Enforcement Policy and Procedure manual is maintained and updated by the Director of the Section and stored on-site. This manual can be accessed and viewed at the desk upon request.

ANIMAL CONTROL/POUND SECTION

POLICING SERVICES DIVISION

EDMONTON POLICE SERVICES

Superintendent
Murray Barker
2nd Floor, Police Headquarters
9620 – 103A Avenue
Edmonton, Alberta
T6A 0A1

Telephone: (780) 421-2185
Fax: (780) 421-2341

Director
Adrian Pritchard
12515 – 128 Street
Edmonton, Alberta
T5L 1C9

Telephone: 780-496-8880
FAX: 780-496-8824

FOIP Coordinator

Christopher Henthorne
12515 – 128 Street
Edmonton, Alberta
T5L 1C9

Telephone: 780-496-8867
FAX: 780-496-8824

Mandate

Enhance the safety, security and quality of life of Edmontonians by the judicious enforcement of appropriate legislation, regulations and Municipal Bylaw violations. Timely, judicious and effective response to citizen complaints, inquiries for information and appeal processes.

Organization

Animal Control/Pound Section provides general Municipal law enforcement and limited Provincial Statute enforcement. This Section is empowered to handle 12 Municipal Bylaws and 2 Provincial Acts with a full-time staff of 16 Bylaw Enforcement Officers, 5 office staff reporting to a Director. The Section reports to the Superintendent of the Policing Services Division.

General Classes or Types of Information

The Section maintains records on current, on-going investigations, bylaw matters set for trial, previous investigations resulting in formal enforcement action, current bylaw matters, policies and procedures, general bylaw information, resource materials, City maps and general statistics.

Personal Information Banks

Personal information is collected on a daily basis to facilitate the investigation and enforcement process.

Information is collected, maintained, and stored at the Pound Office located at 12515 – 128 Street.

The nature of the information collected is dependent upon the type of complaint and/or violation being reported. Complainants are sometimes required to provide personal information such as their name, address and telephone number, when reporting infractions and before formal enforcement action can commence. In cases where a Witness Statement Form, (WSF) is filled out and sent in by a complainant, it is kept as a record in the investigation file. A copy of

the WSF is retained by the complainant and a copy is kept by the Inspector.

The complainant's information is maintained in the Inspectors' files and can be stored for up to seven years if formal enforcement is required.

During an investigation, information regarding the alleged violator and/or property owner involved or implicated is compiled and maintained in the Inspectors' files. This personal information is used in the enforcement process by Inspection staff, and can be stored for up to seven years if formal enforcement action has been taken.

All personal information is collected under the authority of Section 32(B) of the ***Freedom of Information and Protection of Privacy Act.***

Manuals

The Bylaw Investigations and Enforcement Policy and Procedure manual is maintained and updated by the Director of the Section and stored on-site. This manual can be accessed and viewed at the desk upon request.

COMMUNITY SERVICES

General Manager

Joyce Tustian
4th Floor, Century Place
9803 - 102A Avenue
Edmonton, Alberta T5J 2R7

Telephone: (780) 496-5804
Fax: (780) 496-5834

FOIP Coordinator

Ellen Edwards
6th Floor, Revillon Building
10320-102 Avenue
Edmonton, Alberta T5J 2R7

Telephone: (780) 496-4863
Fax: (780) 496-4945

General Information: (780) 496-4999

Mandate

To provide recreational and cultural opportunities, and preventative and early intervention social services; to develop, maintain and preserve parks, the river valley and natural areas; and develop, manage and preserve recreational and cultural facilities.

Organization

Community Services is comprised of five branches:

- Strategic Services Branch
- City Wide Services Branch
- Neighbourhood Social and Recreation Services Branch
- Parkland Services Branch
- Recreation Facilities Branch

Strategic Services Branch

Mandate

To provide leadership support and linkages to the department and community through marketing, innovative services, business planning, support services and intergovernmental relations. Coordinates a strategic focus, which accommodates integration of all aspects of the department and facilitates future based practices. Sub-sections in this branch are Support Services, Innovative Services, Business Planning and Marketing.

Operational Records Description

Contains information on the growth and development of the department. Includes business, strategic and marketing planning documents as well as department reports and evaluations.

General Classes or Types of Information

- Bid documents and evaluations
- Branch marketing initiatives and strategies
- Business plans and strategies
- Business project and process analysis
- Contract consultation
- Contract planning and administration
- Corporate policy and planning initiatives
- Demographics and trends
- Department impact studies
- Department marketing surveys, studies and Reports
- Department performance measures data
- Department policy plans
- Land inventory
- News clippings and public announcements
- Project data
- Qualitative program evaluations
- Socio-economic data and analysis

- Strategic plans and forecasts
- Vehicle and equipment inventory

Personal Information Bank

- Agreements and Contracts

Location: 4th Floor, Century Place
Information Maintained: name, address, telephone number, type of agreement, terms and conditions
Types of Individuals Included: Not for profit groups and commercial companies
Use: lease, license or permit
Users: contract, administer and field staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Surveys

Location: 4th Floor, Century Place
Information Maintained: name, address, telephone number, marital status, annual household income, number of adults and children in household, ages, gender, education background
Types of Individuals Included: any citizen above the age of 18
Use: socio-economic data, demographic data, and characteristics of service users
Users: marketing staff, facility staff (statistical data only), management (analysis data only)
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Corporate Financial Manual
- Corporate Purchasing Manual
- Provincial Legislation
- Training and Development Procedures

City Wide Services Branch

Mandate

To support communities and enrich citizen's quality of life by pursuing and supporting partnerships that enhance service delivery; provide support and funding to groups and individuals; and provide access to safe and healthy environments. Sub-sections in this branch are Bookings and Information, Community Support, Housing and Children's Services, Landlord and Tenant Advisory Board.

Operational Records Description

Contains information on the administration, funding and planning of Recreation Services, Social Services and the use of department facilities. Includes records relating to liaison with art, cultural, sports and recreation organizations; public education; dispute prevention and settlement of residential tenant issues. Also includes information on the provision of facility bookings, program attendance and registration, and out of school care monitoring.

General Classes or Types of Information

- Arena demand entitlement
- Arena equipment inventory
- Arena shift schedules
- Arena strategic plans
- Audit verification forms
- Bus passes
- Child care coordinator roster
- Client case notes
- Client files
- Conservation project inventory
- Emissions monitoring
- Facility availability calculations
- Facility booking statistics
- Facility usage statistics
- Low income housing studies
- Non profit organization research data
- Program lists
- Program schedules and planning
- Project plans
- Public education development and materials
- Public skating passes
- Residential rehabilitation assistance program
- Shinny passes
- Sites inventory
- Social marketing strategies
- Social service agency funding applications
- Special events plans
- Sports field content list
- Sports field maps
- Sports field strategy and statistics
- Strategic education plans

Personal Information Bank

- Agreements and Contracts

Location: 4th Floor, Revillon Building
Information Maintained: name, address, telephone and fax number, e-mail address, name of organization, contact name and position held, facility booked, time of booking, type of agreement, terms and conditions, fee for services
Types of Individuals Included: private citizens, sports leagues and corporate groups
Use: customer contact
Users: booking clerks and organization/ group members
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Attendance and Program Registration

Location: various throughout the department
Information Maintained: name, address, telephone number, date(s) of program or service, fee for service, method of payment, program/conference name, fee(s), location, time, date, number of registrants

Types of Individuals Included: all person(s) using service
Use: record and track customer and payments, attendance and evaluation
Users: staff involved with programs and services
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Board/Committee Membership Lists

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number, fax, e-mail, position held, and name of board or committee
Types of Individuals Included: board/ committee members
Use: contact listing
Users: relevant staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Grants

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number, fax, e-mail, type of grant, requested amount, financial statements, bylaws, incorporation information, program statistics, volunteer statistics, member statistics, staff statistics, contacts
Types of Individuals Included: all individuals and organizations applying for a grant
Use: to determine eligibility for this program
Users: unit staff, finance staff, Community Services Advisory Board members and Peer Review Committee and Council (recommendations only)
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Group Profiles

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number, fax, e-mail, position held, name of group, and financial information
Types of Individuals Included: group members
Use: contact reference and resource
Users: unit staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Permits

Location: 4th Floor, Revillon Building
Information Maintained: name, address, telephone number, date of permit, and location
Types of Individuals Included: private citizens, corporate groups, and sports leagues
Use: active customer contacts
Users: booking clerks and site operators
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Residential Rehabilitation Assistance Applications

Location: 4th Floor, Revillon Building
Information Maintained: name, address telephone number, annual income, family size, disabilities, and financial information
Types of Individuals Included: homeowners 18 years of age and older with major disabilities with limited income
Use: to determine eligibility for this program
Users: Residential Rehabilitation Assistance staff and the Safe Housing Committee
Legal Authority: Residential Tenancies Act; Freedom of Information and Protection of Privacy Act, s.32

- Out-of-School-Care Subsidy client files

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number of applicant and spouse; copy of Alberta Health Care Card; names and birth dates of children in family; employment status, including employers name, telephone number, proof of employment income, deductions and hours worked; proof of educational status if a

student; information regarding other sources of income; information regarding special circumstances warranting out-of-school-care (i.e. medical documentation); and information regarding need of child, such as hours of care required, location of special circumstances; and official assessment of eligibility or ineligibility for subsidy
Types of Individuals Included: parent or guardians who apply for out-of-school care subsidy
Use: to determine eligibility for this program
Users: subsidy assessors, school-age consultants, social workers, accounting staff, management, and auditors. Limited information regarding eligibility/ineligibility is shared with the out-of-school care centre
Legal Authority: Family and Community Support Services Act; Freedom of Information and Protection of Privacy Act, s.32

- Out-of-School-Care monitoring files and records

Location: 5th Floor, Revillon Building, 10320 - 102 Avenue
Information Maintained: name of owner; name, address and telephone number of centre; staff information sheets; staff qualifications; monitoring forms; investigation contact notes; declaration of intent; approval documents; complaint investigation correspondence and annual review documents
Types of Individuals Included: operators and staff of out-of-school care centres, parents, and child-care workers
Use: to assess eligibility of facility to receive subsidized children and to maintain a record of the centres compliance to Out-of-School-Care standards
Users: consultants, management and auditors
Legal Authority: Family and Community Support Services Act; Social Care Facilities Licensing Act; Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Benefits of Recreation
- Branch Manual
- Branch Strategic Plan
- Family Day Home Guidelines
- Financial Handbook
- Municipal Day Care Standards
- Out-of-School-Care Policy and Procedures Manual
- Out-of-School-Care Standards - 1995

Neighborhood Social and Recreation Services Branch

Mandate

To provide social and recreation services and opportunities in response to the varying social and recreational needs and capacities of Edmontonians. Sub-sections in this branch are West Social and Recreation Services, East Social and Recreation Services, Central and River Valley, and South Social and Recreation Services.

Operational Records Description

Contains information related to the provision of Social and Recreation services. Includes records related to counselling, program delivery, public education and agreements. Also includes demographic data and grant distribution information.

General Classes or Types of Information

- Attendance lists
- Community development projects
- Demographic data
- Grant distribution
- Program plans, lists and schedules
- Public education

Personal Information Bank

- Assessment and Referrals

Location: all locations
Information Maintained: name, telephone number, address, date of birth, income, referral source, employment status, number of family members, service required
Types of Individuals Included: 18 years o older meeting program requirements
Use: tracking
Users: assigned social worker
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Alternative Measures Program client files

Locations:
- Glengarry, 11315 - 89 Street;
- Jasper Place, 10030 - 167 Street;
- Mill Woods, #110, 6203 - 28 Avenue

Information Maintained: name and alias name; address; telephone number; birth date and alias birth date; gender; marital status; child welfare status; ethnicity; parent's marital status and family stresses or concerns; educational status including present school, highest grade completed and any identifiable school problems; employment status including occupation and employer's name; social and community circumstances such as alcohol or drug abuse in self or family, negative peer relations, learning disabilities, self-esteem issues, community group affiliations, and negative attitude; details of criminal charges; and agreements made with social worker
Types of Individuals Included: youth between the ages of 12 to 17 who have been referred to the Alternative Measures Program as a result of being in conflict with the law
Use: to assist the youth in understanding the consequences of their actions, to make restitution with victim(s), and to prevent further occurrences of criminal or negative behaviour
Users: social workers in the Alternative Measures Program; City of Edmonton Police Service; Alberta department of Justice staff; evaluation staff (statistical data only); and centre directors (for reviewing staff caseloads and for supervision purposes)
Legal Authority: Young Offenders Act; Alternative Measures Program Bylaw; *Freedom of Information and Protection of Privacy Act, s.32*

- Client Files (for various individual, couple, family or group services)

Location: various service areas, depending on where services were obtained as follows:

- Beverly, 11809 - 48 Street
- Boyle McCauley, 10628 - 96 Street
- Castle Downs, #124, 15277 - 113A Street
- Clareview, #600 Hermitage Road
- Glengarry, 11315 - 89 Street
- Jasper Place, 10030 - 167 Street
- Mill Creek, #221, Bonnie Doon Mall (83 Street and 82 Avenue)
- Mill Woods, #110, 6203 - 28 Avenue

Information Maintained: name, address, telephone number of client or client group; income source(s); ages and number of members in the family unit; reason for seeking service; name of person or agency who referred client; case notes of counselling or meetings; any relevant information received from client or a third party
Types of Individuals Included: any individual, couple, family unit or group who resides in Edmonton and who approaches the department for services
Use: to assist in providing the most appropriate service to the client; statistical information is compiled to assist in the evaluation of current services and the development of new services based on need
Users: service providers (social workers, family resource aides, community service workers); evaluation staff (statistical data only); and service area managers (for reviewing staff caseloads and for supervision purposes)
Legal Authority: Family and Community Support Services Act; Freedom of Information and Protection of Privacy Act, s.32

- Community League Profiles

Location:

- Beverly, 11809 - 48 Street
- Boyle McCauley, 10628 - 96 Street
- Castle Downs Site, #124, 15277 - 113A Street
- Castle Downs, #124, 15277-113A Street
- Clareview, #600 Hermitage Road
- Glengarry, 11315 - 89 Street
- Jasper Place, 10030 - 167 Street
- Kennedale Site, 12830 - 58 Street
- Mill Creek, #221, Bonnie Doon Mall (83 Street and 82 Avenue)
- Mill Woods, #110, 6203 - 28 Avenue
- Northwest Site, 12223 - 152 Street
- River Valley Site, 10125 - 97 Avenue
- Southeast Office, 9120 - 37 Avenue
- Southwest Office, 11507 - 74 Avenue

Information Maintained: name, address, telephone number, fax, e-mail, position held, name of group
Types of Individuals Included: executive members
Use: contact listing
Users: Community Recreation Coordinators assigned and Clerical Support
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Program Registration

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number, fax, e-mail, program/conference name, fee(s), location, time, date, number of registrants
Types of Individuals Included: citizens of Edmonton and civic employees
Use: attendance and evaluation
Users: staff offering program
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Spousal Violence Follow-Up Teams Client Files

Location:

- Eastwood Police Station, 11845 - 81 Street

- Jasper Place, 10030 - 197 Street
- Mill Woods, #110, 6203 - 28 Avenue
- Oliver Station
- Mill Creek Site

Information Maintained: name; address; telephone number; date of birth; marital status; partner's name and address; incomes; ages and number of members in the family unit; history and severity of violence in the relationship and in other relationships; name of person or agency who may be involved with client; case notes of counselling or meetings; risk assessment; and any relevant information received from client or third party

Types of Individuals Included: any person who is involved in an abusive spousal relationship who agrees to department services

Use: in partnership with the City of Edmonton Police Service, to assist in providing the most appropriate intervention for victims and perpetrators of spousal violence to prevent further violence; statistical information is compiled to assist in the evaluation of current services and the development of new services based on high need population areas

Users: spousal violence follow-up teams (social worker and police officer); evaluation staff (statistical data only); and services area managers (for reviewing staff caseloads and for supervision purposes)

Legal Authority: Family and Community Support Services Act; Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Alternative Measures program manual
- Community based social service information system manual
- Community social work manual
- Family aide manual
- Individual and family support services manual
- Services for seniors manual
- Social work practice model and initial assessment and referral manual
- Volunteer manual

Parkland Services Branch

Mandate

Provide the public with present and future benefits to parkland, natural areas and open space in the urban setting. The major functions include: planning and arranging the acquisition of parkland: preserving natural areas; developing the land and associated amenities; and maintaining green space and park facilities.

Operational Records Description

Contains information relating to the planning and development of parkland, natural and open areas. Includes records related to construction projects, renovations, upgrades, landscape design, and needs analysis. Sub-sections in this branch are Northside Planning and Development, Southside Planning and Development, East Central Parkland Operations, West Parkland Operations, Southside Parkland Operations, River Valley, Forestry and Environmental Services and Project Management.

General Classes or Types of Information

- Beautification plans
- Chemical data
- Developer plans
- Inspections
- Land inventory
- Landscape development data
- Maintenance schedule
- Maps and plans specifications
- Municipal planning committee design
- Naturalization plans
- Neighbourhood profiles
- Parkland acquisition data
- Parkland planning, development data
- Re-development data
- Pest control data
- Planting plans and schedules
- Project data and plans
- Route lists
- Spraying schedules
- Tree maintenance schedules
- Vehicles and equipment inventory

Personal Information Bank

- Agreements and Contracts

Location: various
Information Maintained: name, address, telephone number, organization or vendor, type of agreement, terms and conditions, fee for services
Types of Individuals Included: person(s), community groups or organizations, arts, sports and multicultural groups, vendors
Use: to facilitate the use of goods and services
Users: contracts and sales staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Permits

Location: various
Information Maintained: name, address, telephone number, date of permit, location
Types of Individuals Included: private citizens, corporate groups and sports leagues
Use: active customer contacts
Users: booking clerks and site operators
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Branch Manual
- Planning, Design and Construction Guidelines and Manuals

Recreation Facilities Branch

Mandate

Responsible for the operation and programming of all municipal recreation facilities including:

- 19 Municipal Arenas
- 7 Municipal Cemeteries
- Artifact Centre
- Central Lions Seniors Centres
- City Archives
- City Arts Centre
- Commonwealth Stadium
- Community Leisure Centres (including 6 indoor and 5 outdoor pools)
- Fort Edmonton Park
- John Janzen Nature Centre
- John Walter Museum
- Kinsmen Sports Centre
- Muttart Conservatory
- Northgate Lions Seniors Centre
- Riverside, Victoria, and Rundle Golf Courses
- Municipal Cemeteries
- Valley Zoo

Operational Records Description

Contains information relating to the delivery of programs and maintenance of all department facilities. Includes records relating to animals, burial records, historical collections and exhibit, conservation, marketing, schedules, inventories, registrations and plans.

General Classes or Types of Information

- Animal profile and medical history records
- Archives collection data
- Attendance and revenue figures
- Bid documents and evaluations
- Burial records
- Business plans
- Conservation plans and evaluations
- Events and schedules
- Exhibits inventory
- Facility inventory
- Facility rental listing and schedule
- Facility schedules
- Golf course facility maps
- Historical information and resources
- Instructor and lifeguard schedules
- Maintenance schedules
- Maps and plans
- Marketing and evaluation data
- Marketing plans
- Partnership data
- Plan and product inventory
- Pool maintenance/water tests and schedules
- Program plans
- Programs
- Promotions and advertising
- Surveys and needs analysis
- Tour information
- Vehicle and equipment inventory

Personal Information Bank

- Agreements and Contracts

Location: Various
Information Maintained: name, address, telephone and fax number, of members, positions held by members, e-mail address, name of organization, type of agreement, terms and conditions, fee for services
Types of Individuals Included: not for profit groups and commercial companies
Use: lease or license of space or property
Users: Director, Supervisor and Clerical Staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Attendance and Program Registration

Location: various throughout the department
Information Maintained: name, address, telephone and fax number, e-mail address, fee for service, method of payment, program

location, time and date(s), emergency contacts, parents or guardian name and telephone numbers, participant photo
Types of Individuals Included: all person(s) using service
Use: record and track customer and payments
Users: staff involved with programs and services
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Burial Records

Location: Beechmount Cemetery, 12420 - 104 Street
Information Maintained: deceased's name, date of birth and death, plot location, name(s) of licensee, address of licensee, telephone number of licensee burial and sales, maps plot inventory, monument applications, budget, maintenance schedules, internment schedules
Types of Individuals Included: deceased individuals, licensee, relatives and or friends who order services
Use: track deceased and their burial location
Users: staff of the cemeteries
Legal Authority: Provincial Cemeteries Act; Freedom of Information and Protection of Privacy Act, s.32

- Donations and Bequests

Location: Various
Information Maintained: name, address, telephone number, item donated, organization name, terms of conditions
Types of Individuals Included: donator or organization
Use: contact reference
User: historical services staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Group Profiles

Location: 5th Floor, Revillon Building
Information Maintained: name, address, telephone number, fax, e-mail, position held, name of group
Types of Individuals Included: group members
Use: contact listing
Users: group members
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Facility and Field Permit Guidelines
- Cash Handling Manual
- Facility Booking Policy
- Abusive Patron Policy
- Fee Reduction Program
- First Aid Manuals
- Instructor Manuals
- Lifeguard Manuals

Civic Agencies (Organizations)

Community Services has a number of advisory boards and committees that report to Council (directly or indirectly). Some information is maintained centrally, however, the main source of information is retained by the Branch that provides the administrative support. All civic agencies will retain the following information:

- Agendas and minutes
- Application forms
- Membership lists
- Projects/collaborative activity files
- Reports and statistics
- Terms of Reference.

Advisory Board on Services for Persons with Disabilities

Mandate

The purpose of this board is to achieve recognition of strengths, entitlements, and service needs of Edmontonians with disabilities by facilitating changes in City policy and practice to allow their equitable participation. For the purposes of the Advisory Board, a "disabled person" is someone with physical disability (including visual and hearing impairments), a developmental disability and/or emotional disability.

Contact: Rhonda Flores
Telephone: (780) 496-5822
Fax: (780) 496-5999
TTY: (780) 496-5569

Boxing and Wrestling Commission

Mandate

The purpose of this board is to regulate, control and govern boxing, full contact karate and wrestling bouts, contests, exhibitions and training quarters for persons in training for boxing, full contact karate and wrestling in the City.

Contact: Ron Hayter
Telephone: (780) 487-9999
Fax: (780) 487-9999

Community Services Advisory Board

Mandate

Provide advice to Council and the department about Community Services business, strategic and financial planning; raise issues and offer advice related to the scope of the department's mandate; make recommendations about the allocation of funds, Community Investment Grants, and other awards as required; and undertake activities and programs.

Contact: Debra Boe
Telephone: (780) 496-4932
Fax: (780) 496-4929

Edmonton Aboriginal Urban Affairs Committee

Mandate

The purpose of this board is to act as a catalyst to development for aboriginal people in Edmonton and to act as a liaison, advisory and support body to the City of Edmonton, and its representatives, in its dealings with the aboriginal people.

Contact: Loretta Antonello
Telephone: (780) 496-4936
Fax: (780) 496-4929

Edmonton Historical Board

Mandate

The purpose of this board is to advise City Council on all historical matters relating to the history of the city.

Contact: Lois Kleebaum
Telephone: (780) 496-8710
Fax: (780) 496-8732

Landlord and Tenant Advisory Board

Mandate

The Landlord and Tenant Advisory Board provides services designed to prevent and resolve disputes between residential landlords and tenants. These services include: public education; mediation and advice; and information.

Contact: Leona Love
(Acting) Executive Director
Telephone: (780) 496-5878
Fax: (780) 496-5859

Personal Information Bank

- Landlord and Tenant Mediation Files

Location: Landlord and Tenant Advisory Board, Main Floor, Chancery Hall, #3 Sir Winston Churchill Square
Information Maintained: name, address, and telephone number of landlord and tenant(s), nature of dispute, relevant documents
Types of Individuals Included: any landlord or tenant who applies for mediation services
Use: to facilitate dispute mediation
Users: consultants, board members, management and auditors
Legal Authority: Residential Tenancies Act, Mobile Home Sites Tenancies Act, Alberta Housing Act, Landlord and Tenant Advisory Board Bylaw, *Freedom of Information and Protection of Privacy Act, s.32*

Safer Cities Initiatives Advisory Committee

Mandate

The purpose of this board is to advise Edmonton City Council on matters related to the status, priority, environment and implementation of recommendations of the Mayor's Task Force on Safer Cities and the Action Group on Prostitution and on directions for future actions. Advise staff of the Safer Cities Initiatives Office of priorities, contacts and strategies for implementation of recommendations of the Mayors Task Force on Safer Cities and the Action Group on Prostitution. Encourage community participation in crime prevention through social development and crime prevention through environmental design (CPTED). Provide semi-annual progress reports on Safer Cities activities to Council.

Contact: Pijush Sarker
Telephone: (780) 496-5821
Fax: (780) 496-4929

CORPORATE SERVICES DEPARTMENT

General Manager

A/Randy Garvey
4th Floor, Chancery Hall
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Telephone: (780) 496-7201
Fax: (780) 496-8854

FOIP Coordinator

Lily Anderson
4th Floor, Chancery Hall
3 Sir Winston Churchill Square
Edmonton, Alberta T5J 2C3

Telephone: (780) 496-5356
Fax: (780) 496-8854

General Information: (780) 496-5356

Please telephone to determine whether the building you wish to visit is wheelchair accessible.

Mandate

The Corporate Services Department provides services to the citizens of Edmonton, City Council and in-house corporate customers which are customer focused, high quality, cost efficient and timely. The Corporate Services Department supports City Council's Vision for Economic Prosperity by providing quality systems and practices for maintaining and enhancing the fiscal integrity and viability of Edmonton.

Organization

The Corporate Services Department consists of six branches reporting to the General Manager. The branches are:

- Assessment and Taxation
- Communications
- Finance
- Information Technology
- Law
- Office of the City Clerk

General Classes or Types of Information

Within some of these files there is information that falls under the exemption section of the *Freedom of Information and the Protection of Privacy Act*, and therefore, this particular information would not be available:

- Project files
- Telecom Agreements
- Telecom Contracts
- Cellular usage and long distance usage for city departments
- Cellular, voice, and paging billing information for city departments
- Product information for Telecom equipment that is used by city departments
- See Common Records

Personal Information Bank

- Personal Contribution Plan for employees who report to General Manager

Location: General Manager's Office, 4th Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: name, payroll number and PCP
Types of Individuals Included: all employees that report to General Manager
Use: provides General Manager with details of employee work plan for the current year
Users: General Manager

Legal Authority: Freedom on Information and the Protection of Privacy Act, s.32

Manuals

- Centrex III Features
- Emergency Response Plan
- Telecom Equipment Manuals
- Telecom Vendor Manuals
- VUACD Terminal Manuals

Communications Branch

Mandate

To provide professional and cost-effective support for civic departments, legislative and senior executive levels of the corporation in areas related to communications planning, advertising, creative design and promotional production, community promotions, writing, and media relation services. The Communications Branch also provides a one-window access for public programming in City Hall.

Organization

The Communications Branch consists of three sections:

- Public Services (Citizen Action Centre, Public programs)
- Communication Services (speechwriting, protocol, media buying, print and production, internal communications, etc.)
- Communications Management (senior communications employees from each department in the corporation)

The Communications Branch provides advice, consultation, strategic communications programming, special events, protocol, advertising, print and audio-visual production and a variety of communication products. Communications provides services to four distinct client areas: Mayor/Council, City Manager, civic departments and citizens of Edmonton.

General Classes or Types of Information

- Communication programming in support of various corporate initiatives and special events
- Communication products in support of community organized events
- Individual job request files for graphic design, advertising and audio-visual products being produced on behalf of civic departments (tendering information availability dependent under the Bylaw)
- General vendor information in the public relations and graphic design area
- See Common Records

Personal Information Bank

- Civic Retired Employees list
- Friends of City Hall volunteer list

Manuals

- Emergency Manual
- Operations Manual
- Visual Identity Manual

Finance Branch

The Finance Branch provides financial management services for Edmonton, through the planning, control, preservation, development and effective utilization of the city's financial resources. The Finance Branch is responsible for the treasury, financial policy, materials management, corporate security and assessment functions.

Organization

The Finance Branch consists of 'Divisions' reporting to the Branch Manager of Finance. The Divisions are:

- Corporate Accounting and Reporting

- Financial Planning and Budgets
- Financial Systems
- Financial Services to Community Services
- Financial Services to Corporate Services/Office of the Mayor/Councillors/City Manager/Planning and Development
- Financial Services to Asset Management and Public Works
- Financial Services to Emergency Response/Human Resources
- Financial Services to Transportation and Streets
- Materials Management
- Treasury Management

Corporate Accounting and Reporting Division
Provides corporate accounting and reporting, develops financial policies, strategies, and manages capital and debt related functions.

General Classes or Types of Information

- Annual financial statement
- Bank reconciliation
- Cash receipts and disbursements documents
- City of Edmonton Annual Report and other related year end reports
- Contractor progress payments
- Corporate financial policies
- Daily cash reports
- Debenture debt bylaws
- Debt borrowing schedules, analysis, bylaws, advertisements and any other analysis/schedules supporting our debt obligations
- Debt information
- Detailed analysis/working papers leading to recommendations made to Council on various issues
- Financial statements
- General ledger and account details
- Goods and Services Tax
- Interdepartmental requisition data
- Journal vouchers
- Local improvement data
- Month end and year end working papers and account analysis supporting financial statements
- Monthly bank reconciliation
- Non-resident withholding tax
- Receipt and disbursement data
- Reports/analysis/correspondence relating to Goods and Services Tax issues
- Various accounting transactions supporting the general ledger/trial balance
- Various corporate financial policies and procedures
- Work order details
- Working papers - month and year end

Personal Information Bank

- Car allowance, payment data

Location: Corporate Accounting and Reporting, 5th Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: name, payroll number, accounting distribution of charges, insurance expiry date
Types of Individuals Included: City of Edmonton employees requiring a vehicle for carrying out their job description
Use: reimbursement of expenses to the employee
Users: accounting department
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Accounting Policy and Procedures
- Finance/Financial Systems (SAP)
- To provide financial services to the Corporation

Financial Planning and Budgets

Mandate

The Financial Planning and Budgets Division undertakes and manages financial planning, the annual Operating and Capital Budget and performance reporting processes for the corporation.

General Classes or Types of Information

- Long Range Financial Plan document
- Information regarding all aspects of the annual budget and regular performance reports
- Recommended and approved Operating and Capital Budgets (corporate and departmental expenditures/ revenues/programs)
- Budget adjustments (reports on changes to the approved budget)
- Budget planning and process (budget calendar and process)
- Budget review (Budget Committee and City Council agendas, minutes and reports - 1992 - 1999)

Personal Information Bank

- See Common Records

Manuals

- Budget Instruction Manual (Operating/Capital/Cost Assumption Information provided to departments to prepare budgets)

General Classes or Types of Information

- Budget working papers
- Customer Service Requests
- SAP documentation
- Various Project Files

Personal Information Bank

- SAP Access Forms

Location: 5th Floor, Chancery Hall, 3 Sir Winston Churchill Square and this information is On Line through SAP
Information Maintained: SAP access, employee name, work location, work telephone, payroll number.
Types of Individuals Included: Any City of Edmonton employee who has access to SAP.
Use: SAP access is linked to a user.
Users: SAP Business Team, SAP Maintenance Team (IT)
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Budget Working Papers

Location: 5th Floor, Chancery Hall, 3 Sir Winston Churchill Square and Corporate Services Accounting area.
Information Maintained: Personnel and support cost budget assumptions. Information includes: name, payroll number, amount earned per day and number of workdays anticipated.
Use: For budget assembly.
Legal Authority: Freedom of Information and the Protection of Privacy Act, s.32

- SAP Databases

Location: SAP application servers and ECIS
Information Maintained: employee name, payroll number, and actual pay by pay period
Types of Individuals Included: all employees of the corporation
Use: cost tracking
Users: all users of SAP
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Business Process Scripts
- Testing Scripts

Financial Services to Asset Management and Public Works

General Classes or Types of Information

- Accounts receivable invoices, signoffs, contract invoices
- Business plans
- Canada Alberta Infrastructure Works Grants
- Capital and operating budgets
- Car allowance records
- Cash deposits for employee reimbursements
- Contracts
- Drainage analysis
- Drainage service agreements
- Financial statement data
- Fixed asset depreciation
- Hired equipment time sheets
- Imprest records
- Inter-department billing information
- Journal vouchers
- Lease agreements
- Long range financial plan model information
- Permanent area contribution (pac) rate
- Petty cash receipts
- Storm and sanitary basins analysis
- Rates bylaw
- Rate model information
- Revenue/customer information
- Revenue tax
- Sanitary sewer trust funds
- Travel expense statements
- Utility billing information

Personal Information Bank

- Employee Reviews

Location: 6th Floor, Century Place, 9803 - 102A Avenue and Human Resources
Information Maintained: name, payroll number, performance reviews, attendance record
User: supervisor
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Salary Information

Location: 6th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: salary information for drainage sewer staff, name, payroll number, salary associated with individual
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- SAP

Location: all computers with access to SAP - this information may be downloaded for budget purposes
Information Maintained: name, payroll number, staff benefits, salary, car allowance, travel and training
Types of Individuals Included: all employees
Use: for budget purposes
Users: operations, accounting and administration staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Car Insurance Policies

Location: 20th Floor, Century Place, 9803 - 102A Avenue, and operations staff have original copies
Information Maintained: employee and/or spouse name, home address, date of birth, type of vehicle insured, insurance policy details
Types of Individuals Included: operations staff.
Use: to ensure current policy up to date and for $1,000,000 minimum liability required
Users: Financial Services
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Car Insurance Policies

Location: 3rd Floor, Century Place, 9803 - 102A Avenue
Information Maintained: name, payroll number, home address, copies of employee car insurance policies
Types of Individuals Included: employees receiving car allowance payments
Use: to ensure current car insurance and adequate liability coverage
Users: accounting staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Employee Evaluations

Location: 20th Floor, Century Place, 9803 - 102A Avenue and Human Resources
Information Maintained: name, payroll number, employee performance review
Types of Individuals Included: City of Edmonton employees
Use: employee job history
Users: supervisors
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Credit Card:

Location: 20th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: employee name, payroll number, position title
Types of Individuals Included: operational staff
Use: credit card reconciliation and audit
Users: financial services and operations
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Position/Incumbent Status Report

Location: Drainage Services - Design and Construction Branch (Coronation) and Human Resources
Information Maintained: employees job code, job code title, position number, payroll number, cost centre number, hours worked and pay rate
Types of Individuals Included: all positions for department #23
Use: budgeting purposes, update resource tables
Users: financial services staff associated with budgeting, maintaining resource tables
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Manpower Budgeting Model

Location: 3rd Floor, Century Place, 9803 - 102A Avenue
Information Maintained: name, payroll number, position number, salary, pay rate (bi-weekly or hourly), vacation entitlements where applicable
Types of Individuals Included: all employees in Asset Management and Public Works
Use: develop budget cost estimates and budgeted FTE (Full Time Employment Equivalent)
Users: supervisors, directors, managers, accounting staff responsible for budget
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Car Allowance Insurance

Location: 6th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: name, payroll number, expiry date, this is a copy of the original document
Types of Individuals Included: all of department 23
Use: for reimbursement of mileage to employee
Users: corporate accounting sees a report of the mileage reimbursements
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Employee Performance Reviews and related information
- Electronic File Attendance
- Employee Job Descriptions

Location: these three are on the 5th Floor, MetroNet Tower, 10250 - 101 Street
Information Maintained: (1) name and payroll number; (2) name (3) name and payroll number
Types of Individuals Included: staff on the 5th Floor, MetroNet Tower for Land Accounting
Use: staff performance appraisal
Users: (1 and 2) senior accountant; (3) land accounting
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Personnel Budget

Location: Westwood Server, 3rd Floor
Information Maintained: employee name, anticipated wage for the next year, number of days expected to work
Types of Individuals Included: all department #25 employees
Use: to create future budgets
Users: accountants and MES directors
Legal Authority Freedom of Information and Protection of Privacy Act, s.32

- Performance Reviews

Location: 3rd Floor, Westwood
Information Maintained: name, payroll number, C.S.U. 52 performance reviews, job expectations
Types of Individuals Included: accountants and accounting assistants
Use: motivate and evaluate employees
Users: supervisor and employee
Legal Authority Freedom of Information and Protection of Privacy Act, s.32

- Applications for Employment from successful candidate:

Location: MES Westwood, 3rd Floor
Information maintained: name, payroll number (in some cases), home address and home telephone number, resumes
Types of Individuals Included: successful accounting job seekers
Use: record of qualifications
User: supervisor
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Accounting Procedure Manual
- *Residential Tenancies Act*
- Leasing Policy
- Petty Cash Procedures
- SAP Manuals
- *Workers' Compensation Act, Contract Act*

Materials Management Division

- Corporate purchasing provides for the resources necessary for the procurement of commodities and services as requested by the city departments for a competitive basis or through negotiations along with administrative, economic, statistical and budget analysis and reports. Surplus, disposal, freight and customs services for all city departments are provided as well.
- Corporate mail provides for the efficient distribution and collection of mail to and from various city departments, Edmonton Power, Toronto Dominion Bank and Canada Post.
- Stores provides goods and services to city department's from a variety of locations ensuring items utilized by departments are procured in volume discount quantities and available from stock for immediate use or distribution. Surplus, disposal, freight and customs services for all city departments are provided as well.

General Classes or Types of Information

- Corporate Purchasing: purchase orders; document requests from departments for goods and services; letters of intent,

tender/RFQ (Request for Quotation) advertisements, executed contracts, vendor bids, bidders list, bid recap, plans/specifications deposit log; correspondence related to purchase orders; reports from city departments; Council reports; bid bonds log copy; performance bond copy, vendor purchase order acknowledgement; change orders; amendments, all records related to surplus sales (lists of items; sales documents); customs and freight transactions; payments.

- Corporate purchasing: vendor history files: vendor registration forms, change form, deletion form, performance history, purchase orders and change orders.
- Corporate purchasing: Contract files by major projects: purchase orders; document requests from departments; letter of intent; tender/RFQ advertisements; executed contracts; vendor bids; bidders list, bid recap, plans/specifications deposit log; correspondence related to purchase orders; reports from city departments; Council reports; bid bonds log copy; performance bond copy; vendor purchase order acknowledgement; change orders; amendments.
- Corporate Purchasing: administrative files that are for operational purposes: correspondence; executive committee reports; surveys; branch activity reports and performance measurements; price forecasts; branch operating budgets/ planning; estimates of expenditures; office accommodation.

Note: within some of the files there are legal documents and information provided by vendors that fall under the exemption section of the *Freedom of Information and Protection of Privacy Act*, and therefore, these particular documents are not available.

- Corporate Mail: the daily operations of the mailroom include schedules; records of pieces of mail handled; business replies.
- Central Stores: pickup tickets issued out to departments; inventory verifications (cycle counts); copies of return to stock and return to vendor forms; computer printouts.
- Corporate Purchasing:
  - Major project contract files
  - Operational administration files
  - Tenders, requests for quotation, contract and purchase order files
  - Vendor history file
- Corporate Mail:
  - Operational files
- Central Stores:
  - Operational files

Personal Information Bank

Location: Materials Management, 800 Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: employee name, address, payroll number, correspondence, performance ratings (copy only, original submitted to the departmental Human Resource Services)
Types of Individuals Included: Materials Management employees
Use: for reference purposes
Users: Materials Management managers and supervisors
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Materials Management Policy Manual
- Finance Department Policy Manual
- Materials Management Procedure Manual

Treasury Management Division

- Corporate Security provides professional consultation to all civic departments with regard to the protection of personnel, information, and physical assets.
- Special Funds Administration and Accounting administers the City of Edmonton Pension, Sinking, Reserves, and Ed Tel Endowment Funds in accordance with the City of Edmonton Bylaws and under the direction of the City of Edmonton Investment Committee.
- Cash Management manages the cash resources of the City of Edmonton, administers payment received from the citizens of Edmonton. It is also the registrar for all City of Edmonton debt.
- Corporate Accounts Payable provides the accurate and efficient payment to vendors on behalf of the Corporation, in accordance with accepted payment practices, statutory requirements, legal and contractual obligations, and city policies and procedures.

General Classes or Types of Information

Note: within some of these files there are legal documents that are exempted and protected by the *Freedom of Information and Protection of Privacy Act*, and therefore, these particular documents are not available.

- Corporate Accounts Payable:
  - Signoff payment approval documents
  - Multi-list payment approval documents
  - C-release copies
  - L-order copies
  - Straight purchase order copies
  - Control order copies
  - Receiving report copies
  - Vendor invoices
  - Computer reports
  - Departmental correspondence
  - Purchase orders
  - Receiving reports
  - Section budget
  - Vendor correspondence
  - Vendor invoices

- Corporate Security:
  - Programs dealing with vandalism control
  - Crime prevention
  - Security awareness

- Special Funds Administration and Accounting Section:
  - Reserve Fund:
    - Bank correspondence and reconciliation
    - Book based system
    - Comstar reports
    - Investment correspondence
    - Short term investments
    - Investment transactions
    - Debenture correspondence (City of Edmonton)
    - Monthly reports
    - Withholding tax (Canadian)
    - United States income tax
    - Cemetery perpetual care
    - Self insurance
    - Motor vehicles
    - Universiade '83 Corporation
    - Long term disability trust fund
    - Reserve fund contributions (City of Edmonton), Alberta Mortgage and Housing Commission (City of Edmonton)
    - Amortization, foreign currency transactions-equities, bonds and debentures, year end working papers, bylaws, financial statements
  - Sinking Fund:

- Bank correspondence and reconciliation
- Book based system
- Comstar reports
- Investment correspondence
- Short term investments
- Investment transactions
- Debenture correspondence (City of Edmonton)
- Monthly reports
- Instalment schedules
- Unappropriated surplus
- Financial statements
- Amortization
- Year end working papers

- Pension Fund:
  - Bank correspondence
  - Reconciliation
  - Book base system
  - Comstar reports
  - Short-term approved list
  - Securities lending
  - Goods and Services Tax rebate
  - Investment correspondence
  - United States income tax
  - Short-term investments
  - Transactions
  - Debenture correspondence (City of Edmonton)
  - Monthly reports
  - Equity international investment trust
  - Computer costs and development
  - Investment dealer statements of account
  - Withholding tax
  - Non-resident tax
  - Annuity fund correspondence
  - Bylaws and policy
  - Police fund correspondence, bylaws
  - Establishment of supplementary
  - Fire-fighters fund correspondence, bylaws, contributions (fire-fighters and City of Edmonton), refund contributions (fire-fighters)
  - Fire chief/deputy chief fund correspondence and bylaws
- Ed Tel Endowment Fund:
  - Accounting procedures and reports, bank reconciliation, financial and combined financial statements, general ledger, goods and services tax rebate, management of proceeds
- Bond and coupon accounts:
  - Cashed coupons and matured bonds, coupon and bond reconciliation book, cheque requisitions
- Blank cheque forms:
  - Cheque reconciliation log books, general correspondence, manual cheque copies

- Corporate Security:
  - Fire inspections
  - Security programs
  - See Common Records
- Special Funds Administration and Accounting:
  - Blank cheque management
  - Financial activities of the Ed Tel Endowment Fund to the City of Edmonton Investment Committee
  - Pension fund bank transactions, investments, accounts payable, annuity fund, police fund, fire-fighters fund, fire chief/deputy fire chief fund, pension payroll
  - Reconciliation of the bond and coupon accounts
  - Reserve fund bank transaction, investments, accounts payable, deposits, City of Edmonton Equity of reserve fund, reports, returns, and financial statements
  - Sinking Fund bank transactions, investments, accounts payable,

instalments, reports returns and financial statements, correspondence

Personal Information Bank

- Pensioners Cost of Living Increases

Location: Special Funds Administration and Accounting Section, Mezzanine Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: name, pension payroll number, gross amount before increase, % increase, new amount for payment
Types of Individuals Included: annuity, police supplementary, fire fighters supplementary, and fire chief/deputy fire chief supplementary pensioners
Use: working papers showing how increases are derived and leaves an audit trail
Users: director and immediate staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Individual Pension Files

Location: Special Funds Administration and Accounting Section, Mezzanine Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: name, address, social insurance number, birth date, name of spouse, spouse birth date, average five year salary, pension calculations, other personal correspondence with pensioner
Types of Individuals Included: annuity, police supplementary, fire fighters supplementary, and fire chief/deputy fire chief supplementary pensioners
Use: required to insure correct pension payment and audit trail
Users: director and immediate staff
Legal Authority: Freedom of Information and Protection of Privacy Act, s.32

- Annual T4A Reporting

Location: Special Funds Administration and Accounting Section, Mezzanine Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: name, address, social insurance number, pension number, amount of pension for year, tax deduction for year
Types of Individuals Included: annuity, police supplementary, fire fighters supplementary, and fire chief/deputy fire chief supplementary pensioners
Use: requirement under the tax act
Users: director and immediate staff
Legal Authority: Revenue Canada

- Portfolios of Investments, Measurement Performance Reports, custodial agreements, fee schedules and invoices re: above

Location: Special Funds Administration and Accounting Section, Mezzanine Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: monthly reports of investment portfolios, quarterly reports of performance measurement, fee schedules and invoices, custodial agreements for each of the Pension, Reserve, Sinking and Ed Tel Endowment Funds
Types of Individuals Included: investment counsellors, analysts, banking officials
Use: to supply information to director of funds accounting for the preparation of financial statements that are reported to the investment committee
Users: director and immediate staff and City of Edmonton Investment Committee
Legal Authority: Municipal Government Act

Manuals

- Accounting Procedure Manual
- Administrative Policies
- Canada Trust Custodial Services Manual
- Cheque Handling Procedure Manual
- City Policy and Procedures Manual
- Collective Agreements

- Comstar Manual
- Council Policy
- CT Connect
- Departmental Accounting Procedures
- *Municipal Government Act*
- Corporate Security Manual
- Sinking Fund Trustees Handbook
- Accounts Payable Procedure Manual

Human Resources Branch

Mandate

The Human Resources Branch provides strategic leadership, consultation, advice and services to support the corporation in meeting its human resource needs. Highlights of the key services provided to the corporation include the administration and negotiation of collective agreements; compensation and benefit programs; safety, health and wellness management; learning & development; organizational design; leadership development and performance management; Employee & Family Assistance; recruitment and selection; payroll and benefit administration; training administration; and employee records management.

Vision

Partnering with our customers to achieve organizational excellence.

Mission

We provide strategic human resource leadership and services, which enables the corporation to deliver effective and efficient services.

Organization

The department consists of four Branches:

- Compensation and Labour Relations
- Organizational Effectiveness
- Program Services
- Client Services

Please see the following information for more detailed descriptions about the Branches.

Compensation and Labour Relations Section

This branch is responsible for providing strategic leadership, consultation, advice and services in the areas of Compensation, Benefits and Employee and Labour Relations. This branch is committed to:

- Negotiating collective bargaining agreements
- Providing advice and interpretation of the collective agreements, applicable policies and legislation
- Leading the implementation of alternative dispute mechanisms
- Representing the corporation with respect to union jurisdictional issues
- Developing and implementing compensation and benefit programs
- Sustaining the "Working Relationship Agreement" between Union and Management
- Providing consultative services to assist Business Partners, SMT and other departments.

General Classes or Types of Information

- Information regarding all employee positions and classifications within the City of Edmonton. These files track all changes or updates that may occur within a classification or position over time.
- Copies of the following collective agreements:
  - C.U.P.E. Local 30
  - C.S.U #52
  - Edmonton Fire Fighters' Union
  - A.T.U. Local 569

- A.T.U. Local 569 (DATS Unit)
- I.B.E.W Local 1007
- C.U.P.E Location 3197
- Edmonton Police Association
- Edmonton Police Senior Officers' Association
- Association of Civic Employees

- Policy files including policies developed by the Human Resources Branch
- Descriptions of benefit programs for current and former employees
- General files including information on the day-to-day operations of the Branch including memos, external correspondence, responses to referrals forwarded by Council, etc.

Manuals

- City Policy and Procedures Manual
- *Municipal Government Act*
- *Human Rights, Citizenship and Multiculturalism Act*
- Labour Relations Code
- Employment Standards Code

Organizational Effectiveness Section

The Organizational Effectiveness Branch is responsible for assisting the Corporation in developing all employees by providing leadership, consulting and program design services to:

- Improve occupational health & safety and increase employee health and wellness
- Deliver health services to the corporation as required by legislation and the city policies
- Improve attendance by promoting and fostering a corporate wide attendance management program
- Provide confidential counselling to City employees and their families
- Develop learning and training opportunities
- Increase team and individual effectiveness
- Build a culture based on performance management concepts and behaviours
- Build a resilient culture that is adaptable to change
- Provide a corporate, strategic leadership development program
- Provide consultative services to assist Business Partners, SMT and other departments.

General Classes or Types of Information

- All corporate records pertaining to the identification, ongoing monitoring and control of hazardous materials in civic work sites occupied by City employees.
- Corporate reports summarizing occupational incidents and trend information
- Corporate records pertaining to employee attendance and attendance management systems
- Information on corporate training programs
- Employee Health files
- General files including information on the day-to-day internal operations of the branch including memos, external correspondence and responses to referrals by Council, SMT, etc.

Manuals

- City Policy and Procedures Manual
- Core Elements for Occupational Health & Safety Management Systems
- Occupational Health & Safety Management and Worker Training Manuals
- Contractor Management and Trenching training manuals
- Provincial OH&S legislation and applicable federal statutes

Program Services Section

The Program Services Branch is responsible for providing co-ordination and expertise to the entire corporation for all payroll, benefit and transactional activities. Program Services is structured into three units: Human Resource Information Services and Support, Employee Service Centre and Employment Services. Together, these units are responsible for:

- Managing the HRIS (Human Resource Information System) and reporting information for line managers
- Providing payroll and benefits administration for all City employees
- Maintaining and providing access to employee records
- Providing immediate access for employees to payroll/benefit information through the Employee Service Centre
- Providing services for employment, recruitment, career transition support, grant funded job creation and staff support
- Coordinating and administering corporate training activities
- Providing consultative services and assistance to Business Partners, SMT and other departments

General Classes or Types of Information

- Information on employment positions offered by the corporation (copies of job postings, job applications, resumes, letters of acceptance or denial, names of applicants, etc.)
- Records of corporate training activities attended by employees
- Employee records
- Payroll registers and time audits
- Benefit information to employees and outside sources
- Income verification lettersSeverance statistics
- Job creation files (grant funded)
- General files including information on the day-to-day internal operations of the branch including memos, external correspondence and responses to inquiries.

Manuals

- Employment Standards Code
- City Policy and Procedures Manual
- LAPP Pension Manual
- Collective Agreements
- Federal & Provincial Tax Manuals
- *Freedom of Information and Protection of Privacy Act*
- Recruitment and Selection Manual
- Charter of Rights & Freedoms
- *Human Rights, Citizenship and Multiculturalism Act*

Client Services Section

The Client Services Branch is comprised of a team of HR Business Partners and Consultants that is responsible for the provision of Human Resources consulting services to all departments and the City Manager. Their primary role is to help their customers, managers and employees become more effective in their delivery of services to the citizens of Edmonton. This team assists the corporation by:

- Helping to identify human resource needs and jointly develop creative solutions to satisfy those needs
- Providing strategic and operational HR advice and services to client departments
- Gathering client input and feedback in the development and implementation of corporate HR initiatives
- Identifying HR issues/concerns in client departments and developing solutions to them in consultation with the HR management team

General Classes or Types of Information

- Status of recruitment files including applications and resumes for postings within their assigned department
- General files including information on the day-to-day internal operations of the branch including memos, external correspondence and responses to inquiries.
- Job evaluation information for employees in the assigned department

Manuals

- City Policy and Procedures Manual
- Job Evaluation Documents
- Collective Agreements

Information Technology Branch

Mandate

The Information Technology Branch coordinates and controls computing in the corporation, and provides computing services to departments. The branch is responsible for standards, policies, planning, technology directions, and computing infrastructure. In addition, the branch provides operating and support services for the corporations computing equipment, applications development and support for city departments.

Organization

The branch has a number of organizational units that report directly to the Branch Manager:

- Customer Support
- Applications Support
- IT Coordination
- Infrastructure Development and support, and Digital Print Centre
- IT Business Partners

General Classes or Types of Information

- Print services
- Disaster recovery
- Operation of systems
- Network management
- Systems replacement plan
- Corporate computer plan
- Customer Solutions Centre
- Office automation
- IT training
- Asset management
- Distributed systems management
- Computing infrastructure

Personal Information Bank

- None

Manuals

- Computer Sites Standards Manual
- Computer Standards Manual
- Computer Systems Development Policy Manual
- Corporate Computer Disaster Recovery Plan
- Corporate Computer Plan
- Systems Replacement Plan

Law Branch

The Law Branch provides legal advice and services to City Council, city departments, boards and authorities. Services include interpreting legal statutes, writing city bylaws and resolutions, contracts and agreements, and going to court on behalf of the City of Edmonton.

General Classes or Types of Information

The operational records/working papers produced or held by the Law Branch are considered privileged information under

section 26(1) of the *Freedom of Information and Protection of Privacy Act*.

Reports prepared by the Law Branch are available to the public from the Office of the City Clerk only after being tabled on a public agenda.

EMERGENCY RESPONSE DEPARTMENT

General Manager

A/Joyce Tustian
Headquarters, Fire Station #1
4th Floor, 10351 – 96 Street
Edmonton, Alberta T5H 2H5

Telephone: (780) 496-3803
Fax: (780) 496-1518

FOIP Coordinator

Donna Borejko
Headquarters, Fire Station #1
4th Floor, 10351 - 96 Street
Edmonton, Alberta T5H 2H5

Telephone: (780) 496-1520
Fax: (780) 496-1518

Please telephone to determine whether the building you wish to visit is wheelchair accessible.

Viewing can be arranged by appointment Monday to Friday from 8:30 a.m. to 3:30 p.m.

Mandate

The Emergency Response Department will provide efficient and cost-effective emergency and related services in a competent, caring and compassionate manner supporting the needs of the Community.

Organization

The Emergency Response Department (ERD) provides Fire Rescue and Emergency Medical Services (EMS) and is organized into nine business units:

FIRE SERVICES

1. Public Safety & Education
   - Safety Code Inspections, Enforcement and Education
   - Fire Investigations

1. Fire/Rescue Operations
   - Fire fighting and Tactical Rescue
   - Dangerous Goods
   - Fire Medical Aid

3. Support Services
   - Dispatch
   - Information Services and Analysis
   - Training (Recruit, Technical, and In-Service)
   - Property, Apparatus and Equipment Co-ordination

4. Emergency Planning
   - Corporate Emergency Planning Co-ordination

EMERGENCY MEDICAL SERVICES (EMS)

5. Life Support
   - Pre-hospital Medical Aid
   - Medical Quality Assurance

6. Transfer Division
   - Inter-hospital Transfers
     - Inter-hospital service is provided between medical facilities which are currently included within the CHA

contract, i.e. transfers are not provided between Medicentres.

7. Air Medical
   - Air Medevac
     - The patient care reports generated from Air Ambulance trips are the property of Alberta Health and cannot be released by EMS without their written approval.

Fire Services

⇒ The ***Public Safety and Education Branch*** is committed to fire prevention by providing public education programs, conducting building inspections that combine engineering and enforcement initiatives, and investigating fires. As well, through Community Relations, it Develops and implements internal and external communications and/or programs in support of the goals and objectives of the Department.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Policy and procedures
- Standard operating procedures
- Safety programs
- Fire Inspections
- Fire Permits
- Fireworks/indoor pyrotechnics permits
- Dangerous Goods Transportation Permits
- Educational programs/products in support of community organized events
- Fire Investigation Report inquiries
- Fees and Charges Schedule
- *Safety Codes Act*
- Alberta Fire Code
- Learn Not to Burn Curriculum
- Risk Watch Curriculum
- See Common Records

Personal Information Banks

- **Fire Inspections**

Location: 10565 – 105 Street
Types of Individuals included: Planning & Development Department (City of Edmonton)
Users: Alberta Justice, ERD Fire Rescue
Legal Authority: As per Section 59 of the *Safety Codes Act*

- **Fire Hazard Complaints**

Location: 10565 – 105 Street
Types of Individuals included: EPS Bylaw Enforcement
Users: ERD Fire Rescue, Property Purchasers, and Insurers
Legal Authority: As per Section 59 of the *Safety Codes Act*

- **Fire Permits**

Location: 10565 – 105 Street (for all except Fire Investigations)
Legal Authority: As per Section 59 of the *Safety Codes Act* (for all)
- Open Air
Types of Individuals included: City Council, EPS Bylaw Enforcement
Users: ERD Fire Rescue, EPS Bylaw Enforcement
- Fireworks Sellers
Types of Individuals included: Explosives Canada, City License Dept.
Users: EPS Bylaw Enforcement
- Low Hazard Fireworks Discharge
Types of Individuals included: Explosives Canada, ERD Fire Rescue
Users: EPS Bylaw Enforcement
- High Hazard Fireworks Discharge

Types of Individuals included: EPS Bylaw Enforcement, ERD Fire Rescue, and Explosives Canada
Users: EPS Bylaw Enforcement
- Pyrotechnic Permits

Types of Individuals included: EPS Bylaw Enforcement, ERD Fire Rescue, and Explosives Canada
Users: EPS Bylaw Enforcement
- Transportation of Dangerous Goods Permits

Types of Individuals included: EPS Bylaw

Personal Information Bank

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Manuals

- Policies and Procedures Manual
- Standard Operating Procedures Manual
- Safety Manuals
- National Fire Protection Association Manual

Emergency Medical Services (EMS)

⇒ The ***Life Support Business Unit*** responds to medical emergencies from 12 Emergency Medical Service (EMS) stations.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Standard Operating Procedures
- Patient Care Reports

Personal Information Bank

- **PCRs** (Patient Care Reports)

Location: They are temporarily held at the Emergency Response Communications Centre (ERCC) before being sent to the 6th Floor, Stanley Milner Library for billing purposes. The PCRs are then sent for microfilming once the billing is complete and then to Corporate Records Centre.
Information maintained: all pertinent billing information is maintained in the Aviion billing system for accounting purposes. All pertinent medical data is collected on the PCR. Under the Confidentiality regulations of the *Ambulance Services Act*, all information on the PCR is strictly confidential and cannot be released to anyone other than the patient. The patient must show two pieces of ID, sign a release, and pay the cost of the PCR under the Fees & Charges Bylaw. PCRs originating from a Fixed Wing trip are the property of Alberta Health and cannot be released without their permission. Other uses of personnel /medical information would be in the collection of medical statistics for ERD's use – i.e.: cardiac survival rates, etc.
Types of Individuals Included: Public at Large
Use: ERD Record and Billing Process
Users: ERD Personnel

Manuals

- Policies and Procedures Manual
- Emergency Medical Advisory Committee
- Standard Operating Procedures Manual

⇒ The ***Transfer Division*** provides ambulance service between medical care facilities.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Standard Operating Procedures
- Inter-hospital transfer service
- Standby ambulance service
- See Common Records

Personal Information Bank

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Manuals

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⇒ The ***Air Medical Business Unit*** provides fixed wing air ambulance service to residents of northern Alberta. The program is dictated to us by Alberta Health. The trips themselves are treated no different as far as protocol than ground ambulance trips.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Standard Operating Procedures
- Fixed wing air ambulance service

Personal Information Bank

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Manuals

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⇒ The ***Standby Contracts Unit*** in accordance with Bylaw 11910, ambulance standbys are charged on a contract basis. Any ambulance trips resulting from the standby would be charged on an individual basis to the patient involved, and a Patient Care Report (PCR) would be prepared as per current protocol.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Standard Operating Procedures

Personal Information Bank

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Manuals

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⇒ The ***TEMS Unit*** is strictly a medical adjunct to the EPS (Edmonton Police Service) Tactical Unit. There are two TEMS members on every platoon and they are paged if an incident arises that requires them.

General Classes or Types of Information

(may be subject to confidentiality regulations under specific legislation)

Records relating to:
- Standard Operating Procedures

Personal Information Bank

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Manuals

EDMONTON PUBLIC LIBRARY

Director

Linda C. Cook
Stanley A. Milner Library
7 Sir Winston Churchill Square
Edmonton, Alberta T5J 2V4

Telephone: (780) 496-7050
Fax: (780) 496-7097

Information Coordinator

Martin Connolly
Associate Director
Management Services
Stanley A. Milner Library
7 Sir Winston Churchill Square
Edmonton, Alberta T5J 2V4

Telephone: (780) 496-6822
Fax: (780) 496-7097

General Information: (780) 496-7051

All Library buildings, except the Strathcona Branch Library, are wheelchair accessible.

Mandate

The mission of Edmonton Public Library is to connect the people of Edmonton to the knowledge and cultures of the world.

To do so, the Library employs a responsive and cost-effective model of service delivery consisting of a central library and a network of community Branches across the City. Products and services are provided / facilitated by a highly-skilled staff accessing information and ideas, via technological and traditional means, to meet diverse customer needs.

General Classes or Types of Information

- Copies of administrative and operational records are held at the divisional level at various locations within the organization.
- Library holdings
- annual budgets
- membership records
- blueprints of buildings
- Board Minutes
- Board Bylaws
- Board Policies
- contracts
- correspondence
- CSU 52 Collective Agreement
- Employee Training Menu
- Executive Minutes
- Fact File
- financial statements
- invoices
- leases
- legal documents and agreements
- Government Documents Collection
- planning documents
- personnel / payroll policies
- public government documents related to the Library
- purchase orders
- requisitions
- quotations
- tenders
- special financial reports
- statistical reports

Manuals

- All Managers Manual
- Trustee Manual
- Cataloguing Manuals and Procedures
- City Policy and Procedures Manual

- Circulation Policies and Procedures Manual
- Corporate Financial Systems
- Corporate Policy Manual
- DRA Manual
- Emergency Response Manual
- Employee Handbook
- Employment Standards Code
- Health and Safety Manual
- *Individual Rights Protection Act*
- Information Services Division Manual
- Interlibrary Loan Procedures Manual
- Labour Relations Code
- Materials Management Manual
- Payroll Manual
- Student Page Manual
- Systems Manuals

PLANNING AND DEVELOPMENT DEPARTMENT

General Manager

A/Larry Benowski
2nd Floor, MetroNet Tower
10250-101 Street NW
Edmonton, Alberta T5J 3P4

Telephone: (780) 496-6050
Fax: (780) 496-6916

Email: bruce.duncan@gov.edmonton.ab.ca

FOIP Coordinator

Jim Guthrie
2nd Floor, MetroNet Tower
10250-101 Street NW
Edmonton, Alberta T5J 3P4

Telephone: (780) 496-6073
Fax: (780) 496-6054

Email: jim.guthrie@gov.edmonton.ab.ca

Mandate

To provide a long-term, comprehensive vision and related processes to ensure the efficient use of land in creating a community that is safe, healthy, attractive, vibrant and sustainable, consistent with statutory requirements and emerging community priorities.

Organization

The Planning and Development Department is comprised of two distinct branches organized to provide all citizens of Edmonton with a variety of services. The following two branches report directly to the General Manager:

- Development Compliance Branch
- Planning and Policy Services Branch

In addition, there are a number of boards associated with the department. Each board is autonomous in its staffing and administrative requirements.

Assessment and Taxation Branch

Maintains property and business assessment records, accounting and tax records for Edmonton.

General Classes or Types of Information

- Address/name and school support changes (roll maintenance records)
- Administration and reconciliation of property and business tax receivable accounts
- Annual tax billing runs and audit reports
- Assessment accounting and collection records
- Assessment and tax rolls
- Assessment records of all properties within the city
- Assessment records relating to a business
- Assessment records relating to property
- Business and property assessment tax roll cards
- Calculations provided to taxpayer wishing to payout local improvement tax
- Charge back cheques and related documents
- Closed business assessment/tax files (in roll number)
- Equalized assessment records
- Exempt assessment and tax records

- General tax correspondence pertaining to collection of tax monies
- Grants-in-lieu and exempt property reports and ledgers
- Journal vouchers (all departments)
- Linear property records
- Local improvement charge sheet
- Local improvement prepayment letters starting with 1992
- Monthly payment and deferred payment plan applications
- Monthly reconciliation and statements
- Mortgage company annual payment
- notices of special assessment (local improvements)
- Property and business cash listings (daily)
- Property and business receipts
- Record name and address of every property owner taxable in city
- Refunds, cheque requisitions
- School support records
- Tax certificates
- Tax levy base for the Corporation
- Tax records relating to payment processing
- Year end reports (debit/credit)

Personal Information Bank

- Rental Information Rolls on Commercial Property

Location: 3rd and 7th Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: rental rates of a commercial property, property description, lease space description, rental rate per unit
Types of Individuals Included: all leased commercial property tenants and owners
Use: basis for business tax
Users: Business Assessment Unit, Assessment Taxation Branch
Legal Authority: Municipal Government Act

- Net Operating Income Statements

Location: all regional offices and 3rd Floor, Chancery Hall, 3 Sir Winston Churchill Square
Information Maintained: income profit and loss statements from selective income producing properties
Types of Individuals Included: property owners and managers
Use: calculates appraised values by income approach
Users: Property Assessment staff
Legal Authority: Municipal Government Act

- Personnel files

Location:

- Assessment - Tax Collection/ Accounting, 7th Floor, Chancery Hall, 3 Sir Winston Churchill Square
- Assessment - Business Assessment, 7th Floor, Chancery Hall
- Assessment - Tax Collection, Customer Services, Main Floor, City Hall
- Assessment - Operations Branch, 6th Floor, Chancery Hall
- Assessment - Southeast Regional Office, #322, 6203 - 28 Avenue
- Assessment - Southwest Regional Office, #409, 8708 - 155 Street

Information Maintained: name, payroll number, performance reviews, mailing address
Types of Individuals Included: current staff
Use: for information and action if required
Users: directors and supervisors
Legal Authority: Freedom of Information and Protection of Privacy Act, s32

Manuals

- City of Edmonton Accounting Procedures Manual
- City Policy and Procedures Manual
- Collective Agreements

- *Municipal Government Act*
- *Municipal Government Act* Regulations

Development Compliance Branch

To ensure that building improvements within the City of Edmonton involving the use, construction, renovation, rehabilitation or expansion of physical structures are carried out in conformity with the Alberta Building Code, related Statutes, and the Edmonton Land Use Bylaw. The branch also deals with providing servicing for subdivided lots.

This branch consists of five sections:

- Building and Development Inspection Section
- Building Permitting Section
- Customer Information and Advisory Services Section
- Development Coordination Section
- Mechanical Inspection Section

Building and Development Inspection Section

- building codes compliance
- occupancy
- Land Use Bylaw compliance

Building Permitting Section

- commercial - safety codes review
- compliance certificates
- residential - safety codes review
- signage - safety codes review

Customer Information and Advisory Services Section

Front line providers of service in:

- archives and retrieve plans
- register building/development inspections
- customer information and referral
- general inquiries
- issue mechanical permits
- publication and maps
- technical advisory and training services

Development Coordination Section
Development Permits

- ensure compliance with regulations under the Land Use Bylaw
- review and approval of development permits
- encroachment agreements
- compliance certificates

Development Servicing Coordination

- administer servicing agreements
- coordination of engineering review
- distribution of developer's funds
- prepare servicing agreements
- servicing caveats

Mechanical Inspection Section

- gas inspection
- heating ventilating and air-conditioning
- plumbing inspection

General Classes or Types of Information

This branch is responsible for maintaining and distributing information about:

- building and mechanical inspection results and reports
- building permits
- compliance certificates for properties
- curb crossing
- daily lists of development applications
- development and building plan review of:
  - new construction
  - renovations
  - signs
  - mechanical systems
  - fire alarm systems
  - building envelopes

- parking requirements
- specifications
- technical engineering reports
- project correspondence
- landscaping

- development permits
- encroachment agreements
- enforcement of the Land Use Bylaw and minimum standards
- general information of interpretation and requirements of the Land Use Bylaw, Alberta Building Code, and the Mechanical Codes
- letters of credit for landscaping and servicing agreements
- maintaining and creating new address files
- maintaining the letters of credit for landscaping and servicing agreements
- notification of development
- residential servicing agreements
- scheduling of inspection requests

Personal Information Bank

- Building Permits
- Development Applications
- Electrical Permits
- Gas Permits
- Heat & Ventilation Permits
- Plumbing Permits
- Sewer Permits
- File/Plan Search Files
- Compliance Certificate Files
- Encroachment Agreements
- Crossing Permits

Location: Development Compliance Branch, 2nd Floor, 10250 - 101 Street
Information Maintained: name, address, telephone number of applicant/property owner applying for permit; including information regarding construction value, floor plan, architectural drawings, site plan and specifications.
Use: information is kept on site in file and on POSSE data base system, for purposes of public concerns and future references, for any action that is necessary.
Users: Department staff, property owners, authorized agents
Legal Authority: Freedom of Information and Protection of Privacy Act, Municipal Government Act; Safety Code Act.

Procedure Manuals

- Alberta Building Code
- Alberta Fire Code
- Corporate Policy and Procedure Manual
- Edmonton General Municipal Plan
- Edmonton Land Use Bylaw
- Edmonton Servicing Standards Manual
- Edmonton Sewers Bylaw
- *Freedom of Information and Protection of Privacy Act*
- Heating and Air Conditioning Codes
- Municipal Government Act
- Plan Edmonton
- Properties Standard Bylaw
- Standata
- Wood Span Book

Planning and Policy Services Branch

This branch is the primary civic professional service provided to assist persons and groups engaging in activities or making decisions affecting the development of the City. These services are provided in order to comply with the requirements of the *Municipal Government Act*, and to support city development and community vitality. Along with other planning groups in the administration, this service provides policy and action plans for implementation through the City capital and operating budgets, and through the actions of private sector community builders. Planning Services does

not include the issuance of permits or the preparation of development agreements.

This branch consists of three sections:
- Corporate Planning and Policy Section
- Planning Services - North Section
- Planning Services - South Section

Corporate Planning and Policy Section
This section's mandate is to develop and monitor the Municipal Development Plan (MDP) and other related policies. To prepare economic and demographic analysis and forecasts for corporate and public application. To provide inter-municipal planning services, along with policy and analytical input, to departmental and corporate initiatives.

General Classes or Types of Information

Records relating to:
Preparation and maintenance of
MUNICIPAL DEVELOPMENT PLAN
- Administrative Responsibilities
- Alberta Land Use Policies and their application in the City of Edmonton, Plan Edmonton Background Document #2
- Answers to Council's Questions on Bylaw 11777
- City Finances, Plan Edmonton Document #4
- City Plans Old and New, Plan Edmonton Background Document #1
- Commercial and Industrial Land Demand Assessment (1997), Document #6
- Commercial and Industrial Land Demand Assessment (1998)
- Council Members' Workbook
- Economic Development Prospects in Edmonton - Summary Report Document #5
- Framework and Priorities, Plan Edmonton Document #3
- Implementation through policies, business plans and budgets
- Industrial Land Demand Assessment - Northeast Edmonton (1998)
- Plan Edmonton, Edmonton's Municipal Development Plan, Bylaw 11777, as amended
- Plan Edmonton Brochure
- Plan Edmonton Summary
- Plan Edmonton Update, Issues 1-5
- Terms of Reference, Plan Edmonton Document #1
- Topic Highlights, Plan Edmonton Document #2

Environmental Planning
- environmental planning policy and implementation
- environmental reviews for River Valley and ravine system projects
- environmental site assessments associated with rezoning, subdivisions, road closures and structure plans
- Liaison work among city departments
- Upland environmental reviews

Inter-Municipal and Regional Planning
- materials regarding joint planning initiatives with neighbouring jurisdictions

Cartographic Service
- Address Scheme - maps shows streets, avenues, lots and addresses
- Community Leagues Maps - shows boundaries for communities
- Downtown Edmonton Map 1999 - shows street and avenues, buildings, LRT, parking lots, one way and two way traffic

- Edmonton Area Map 1999 - shows: streets, avenues, St. Albert and Sherwood Park
- Edmonton Census Metropolitan Region 1996
- Industrial, Residential, Commercial and DC5 Zoning 1999
- Inventory of Environmentally Sensitive and Significant Areas 1997
- Neighbourhood Data Map
- Standard Neighbourhood Maps
- Status of Residential Suburban Neighbourhood Development and Planning 1999
- Ward Maps - 1999

Conservation of Natural Sites on Edmonton's Table Lands

- background documents for developing City Policy C-467 "Conservation of Natural Sites in Edmonton's Table Land"
- Draft Natural Site Assessment Guidelines
- GIS map of environmentally sensitive and significant Natural Areas on Edmonton's table land, 1993
- "Inventory of Environmentally Sensitive and Significant Natural Areas, City of Edmonton 1993" and "Additional Inventory, Environmentally Sensitive and Significant Natural Areas, City of Edmonton" 1993.

Land Development Trends

- forecasts of future growth
- historic and current information on development activity in the city including:
- house sales and prices
- housing starts
- information on the supply and demand for residential and industrial land in Edmonton
- land servicing

Economic Analysis and Forecasting

- economic analysis for Edmonton
- prepare semi-annual socio-economic forecasts for the City of Edmonton and Alberta

Demographic Analysis and Forecasting

- analysis of civic and federal census data for Edmonton
- analysis of migration data for Edmonton and Alberta
- Canada tax file data
- Data quality management
- data relating to addresses (PACE +)
- economic dependency profiles
- labour force/income profiles
- migration estimates, age, income by different family types by Edmonton neighbourhoods
- neighbourhood fact sheets (SELUS)
- neighbourhood description
- seniors' data
- statistical information on income, ethnicity, language, age/sex, education, religion, immigration and employment

Monthly Economic Review – Topics covered include:

- analysis of Edmonton's and Alberta's economy
- business growth by sector/industry
- construction activity
- demographic analysis
- labour market
- real estate market
- vacancy rates on apartment and office building

Labour Market Analysis

- data and analysis on Edmonton and Alberta's labour market-topics covered include:
  - employment
  - participation rates
  - unemployment rates

(The data source is from Statistics Canada and the Government of Alberta.)

Property Tax and Utility Survey

City of Edmonton conducts an annual residential property tax and utility survey of major Canadian cities to assess the relative burden on Edmonton property taxpayers

Library Service

- Catalogues reports and planning studies
- information research from planning journals and web sites
- retrieves reports and plans
- records management

Procedure Manuals

- Corporate Policy and Procedure Manual
- Edmonton Land Use Bylaw
- *Environmental Protection and Enhancement Act*
- *Information and Privacy Act*
- *Municipal Government Act*
- Plan Edmonton: Edmonton's Municipal Development Plan, Bylaw 11777, as amended

Planning Services Sections
North and South Team

Two Planning Services Sections will be responsible for the delivery of planning services for both new and existing developments. The groups will comprise a series of project teams with responsibility for the total planning process.

New Development:

- area structure planning
- neighbourhood infrequent planning
- review subdivision plans
- servicing design concept briefs
- zoning

Existing Development:

- area redevelopment planning
- physical development patterns
- neighbourhood infrastructure plans
- zoning
- review proposed road and lane closures
- review subdivision plans

Project/Issues Management:

- policy recommendations
- issues management
- neighbourhood/community plans review
- Zoning Bylaw Project

Special Area Planning:

- Business Revitalization Zones
- River Valley
- transportation corridor

Heritage Planning:

- buildings and sites
- heritage preservation policy

Urban Design:

- community amenity design
- neighbourhood infrastructure programs
- policy development
- streetscape improvements
- urban design review

General Classes or Types of Information

Records relating to:
Application Files

- Alberta Energy and Utilities Board (AEUB) Referral Files
- Amendments to ARP, ASP, NASP and NSP
- Area Structure Plans (ASP)
- Neighbourhood Area Structure Plans (NASP)
- Neighbourhood Structure Plans (NSP)
- Redistricting (Land Use Bylaw Amendments)
- Road Closures
- Servicing Concept Design Briefs (SCDB)
- Subdivisions

Issue Oriented Planning Services and Policy Development:

- Geographic Specific Land use Studies and Neighbourhood Plans
- Neighbourhood Design Principles
- Storm Water Lake Development Guidelines

Area Redevelopment Plans (ARP):

- Alberta Avenue/Eastwood ARP, August 1979
- Belvedere Station ARP, September 1980
- Boyle Street/McCauley ARP, July 1994
- CN Lands ARP, Bylaw 11620, 1997
- Central McDougall/Queen Mary Park ARP, 1998
- Cloverdale ARP, January 1986
- Coliseum Station ARP, January 1983
- Garneau ARP, Bylaw 11632, 1998
- Montrose/Santa Rosa ARP, January 1983
- Northlands ARP, April 1990
- Oliver ARP, Bylaw 11618, 1997
- Parkdale ARP, February 1983
- Queen Mary Park ARP, November 1984
- Riverdale ARP, January 1994
- Rossdale ARP, June 1986
- Scona East ARP, Bylaw 11633, 1998
- Stadium Station ARP February 1983
- Strathcona ARP, Bylaw 11890, 1998
- West-Ingle ARP, May 1985

Business Revitalization Zones (BRZs):

List of contacts for BRZ Associations:

- 124 Street and Area
- Alberta Avenue
- Avenue of Nations
- Beverly Business Association
- Downtown Business Association
- Fort Road Business Association
- Inglewood Business Association
- Kingsway Business Association
- Old Strathcona Business Association

Land Use Bylaw Amendments/ Maintenance

For example:

- Adult Mini Theatres
- Alcohol Sales
- Bed and Breakfasts
- Child Care Services
- DC5 District Review
- Group Homes
- Home Based Business
- Recreational Vehicles

Neighbourhood Improvement Program (NIP)

- Boyle Street/McCauley
- Britannia/Youngstown
- May Park/High Park/McQueen
- Ritchie
- Riverdale

Issue-Oriented Planning Services/ Neighbourhood Revitalization

- Abbottsfield/Rundle Heights Community Development Strategy
- Affordable Homeownership Workshop and Demonstration Project
- Belgravia-McKernan-Parkallen Community Development Plan

- Britannia/Youngstown Neighbourhood Study
- Calgary Trail Land Use Study
- Central McDougall/Queen Mary Park Community Plan
- Grovenor Land Use Plan
- Highlands Neighbourhood Planning Study
- North Glenora Community Plan
- Northlands ARP Review
- Old Strathcona Area Redevelopment Plan, Bylaw 11634
- 100 Avenue Planning Study
- Oliver ARP Bylaw 11618, 1997
- Prince Charles Land Use Study
- Southeast Area Plan for the communities of :
  - Avonmore
  - Capilano
  - Gold Bar
  - Idylwylde
  - Kenilworth
  - Ottewell
  - Strathearn
- South East Area Coalition
- Urban Gardening
- West Rossdale Special Study

Downtown Planning

- Amendments to Downtown ARP
- Art in Public Places Policy
- Art Inventory
- Case files with DBA, EDDC, BOMA AND UDRP
- Citizen Participation
- Downtown Area Redevelopment Plan
- Downtown Business Association Committee
- Downtown Communication Plan
- Downtown Design Guidelines Manual
- Downtown Development Agreements
- Downtown economic development reports, statistical and promotional information.
- Downtown Housing
- Downtown Major Development Projects
- Downtown Pedway Agreements
- Downtown Statistical Profiles
- Downtown Transportation
- Downtown Stakeholders (Transportation/Parking)
- Downtown Walking Tour
- Heritage Trail Development Projects
- Jasper Avenue Projects
- Redistricting, subdivision and road/land closure applications in the Downtown areas
- Signage

Heritage Planning

- Administration and Implementation
- Edmonton Historic Buildings and Sites
- Heritage education and awareness
- Heritage Policies and Procedures
- Heritage Projects
- Heritage Related Regulations Development
- Historic Edmonton Week
- Inventory and Survey
- Municipal Historic Resource Designation (Bylaws and Agreements)

Procedure Manuals

- Alberta Building Code
- Area Redevelopment Plans (ARPs)
- CN/CP Agreement Plans
- City Policy for Business Revitalization Zones (BRZs)
- Condominium Property Act
- Corporate Policy and Procedure Manual
- Downtown Area Redevelopment Plan
- Edmonton General Municipal Plan
- Edmonton Land Use Bylaw
- Edmonton Noise Bylaw
- Edmonton Servicing Standards Manual
- Edmonton Traffic Bylaw
- Edmonton Transportation Master Plan

- Environmental Protection and Enhancement Act
- Historical Resources Act
- Land Titles Act
- Mines and Minerals Act
- Municipal Government Act
- Oil and Gas Conservation Act
- Parking Bylaw 8482
- Pedway Design Guide/Bylaws
- Percent Art Policy C458A
- Planning and Development Handbook
- Register of Historic Resources in Edmonton
- Subdivision and Development Regulation
- Surface Rights Act
- Urban Design Guidelines

TRANSPORTATION AND STREETS DEPARTMENT

General Manager

Rick Millican, P. Eng.
15th Floor, Century Place
9803 - 102A Avenue
Edmonton, Alberta T5J 3A3

Telephone: (780) 496-2808
Fax (780) 496-2803

FOIP Coordinator

Karen Gullion
15th Floor, Century Place
9803 - 102A Avenue
Edmonton, Alberta T5J 3A3

Telephone: (780) 496-2810
Fax: (780) 496-2803

General Information: (780) 496-2801

For information requests please contact the office at: (780) 496-2810.

Please telephone to determine whether the building you wish to visit is wheelchair accessible.

Mandate

The mandate for the Transportation and Streets Department is to develop and implement plans and programs to manage existing and future transportation infrastructure and public transit services that are safe, efficient and effective.

Organization

The Transportation Department is organized into four branches reporting to the General Manager:

- Edmonton Transit
- Streets Engineering
- Traffic Operations
- Transportation Planning

Edmonton Transit Branch

Edmonton Transit (ETS) provides a diverse and unified public transportation system for the City of Edmonton, ranging from light rail and bus to para transit services for the disabled. This includes determining routes, managing bus and LRT operations, maintenance of transit facilities, dispatching and scheduling of services. ETS also provides park 'n ride for special events, charters, and monitors school services. The Edmonton Transit Branch is organized into nine sections operating from seven decentralized facilities:

- Business Development
- Community Relations
- DATS
- Ferrier Operations
- Light Rail Transit
- Mitchell Operations
- Security and Risk Management
- Service Development
- Westwood Operations

Business Development

presides over commercial opportunities for Edmonton Transit. Responsibilities of this area include strategic business planning, research and development, environmental scanning, best practices and benchmarking, market evaluation, transit advertising and promotion, service sales, revenue, fare structure, regional service liaison and policy development.

Community Relations

is used to establish and maintain positive relationships with key stakeholders in the

community. Responsibilities include customer information services, coordination of fare media, outlet administration, commendations and concerns, communications, print and production, and revenue administration. The area receives transit-related information from the public and assists groups with special events and joint programming.

Disabled Adult Transportation Services

provides public transportation to physically or mentally disabled persons, 16 years or older, who are unable to use the regular transit system. The DATS system uses skilled drivers to assist passengers with door-to-door service. Driver training, bookings, scheduling, dispatching and contract administration are also provided by the section.

Ferrier Operations

provides bus service to the citizens of southeast Edmonton from the bus facility located at 58 Avenue and 86 Street. The section provides service support to bus operations in the areas of safety and training, planning, dispatch, shift design and operational management.

Light Rail Transit

includes routine maintenance, service/repair of cars and track, fare equipment, electrical systems, station and shop maintenance.

Mitchell Operations

provides bus service to the citizens of Edmonton from the facility located at 118 Avenue and 156 Street. This section is also responsible for maintaining service contracts and agreements and capital programs in the areas of fleet maintenance and management, trolley overhead, bus radio system and transit facility maintenance.

Security and Risk Management

includes monitoring and patrolling the LRT and selected adjacent pedways seven days a week, 24-hours a day. The area supports bus and LRT operations. Security programs are developed and implemented in conjunction with resources in Corporate Security and the Edmonton Police Service.

Service Development

includes day to day and long-term transit services planning. This area plans new or updates existing routes, schedules, transit facilities, BusLink, charters, transit programs and monitors school services.

Westwood Operations

provides bus service to the citizens of Edmonton from the north central facility located at 118 Avenue and 106A Street. It manages the day to day operations for on-street incident management personnel, dispatch and Transit Bylaw enforcement.

General Classes or Types of Information

The operational records maintained relate to Business Development, Community Relations, DATS, Ferrier Operations, Light Rail Transit, Mitchell Operations, Security and Risk Management, Service Development and Westwood Operations.

- Advertising material
- Auxiliary structures
- Bookings
- BusLink
- Bus logs
- Cancellations
- Capital Projects
- Charters

- Commendations and concerns statistics
- Contracts
- CUTA Roadeo Committee
- Diesel bus
- Destination signs
- Dispatch control hours
- Drafting services
- Facility services
- Inspector response time to service interruptions
- Land use/development
- Light rail maintenance
- Light rail transit day files
- Light rail transit equipment
- Light rail transit operations
- Light rail transit plant
- Light rail vehicles
- Market plan development
- Market research and programs
- Monitoring statistics
- Operating agreements
- Operating budget
- Operational engineering
- Park 'n ride
- Passups/cancellations
- Performance statistics
- Promotional material
- Regional service liaison
- Routes
- Sales and promotion
- School services
- Service schedules
- Shelters
- Signups
- Special event services
- Statistical information
- Street wares
- Studies/reviews
- Tape recorder information/log
- Transit control service reports
- Transit facility plans
- Technical services
- Trolleys

Personal Information Bank

- Registration Files

Location: DATS, 8733 - 58 Avenue
Information Maintained: applications updates, correspondence
Types of Individuals Included: DATS registrants
Use: record and history of registrants
Users: DATS staff
Legal Authority: Canada Transport Act, s.5, s.170, City Transportation Act, s.2, Freedom of Information and Protection of Privacy Act, s.32

- Complaints and Commendations

Location: DATS, 8733 - 58 Avenue
Information Maintained: complaints and commendations from clients and the public
Types of Individuals Included: DATS registrants and the public
Use: records complaints and commendations
Users: DATS staff
Legal Authority: Canada Transport Act, 1996 (S. 53, S.170); City Transportation Act, s.2, Freedom of Information and Protection of Privacy Act, s.32

- Customer Complaints/Commendations

Location: Mitchell, 11904 - 154 Street
Information Maintained: complaints and commendations from transit customers
Types of Individuals Included: transit customers
Use: records complaints and commendations
Users: Transit staff
Legal Authority: Canada Transport Act, 1996 (S. 5); City Transportation Act, s.2, Freedom of Information and Protection of Privacy Act, s.32

- Security and Risk Management

Location: Churchill Station, 99 Street and 102A Avenue

Information Maintained: fare evasion, accidents, incidents, vandalism and other security related matters
Types of Individuals Included: City of Edmonton employees and the public
Use: information is used for purposes related to security and risk management
Users: Security and Risk Management staff, Edmonton Police Service and other security agencies
Legal Authority: The Criminal Code of Canada, 1998 (S. 494); Bylaw 8353 - Conduct of Transit Passengers, 1998 (S. 602)

Manuals

- Accident Investigation Manual
- Accident Review Board Procedures
- Air Brakes
- Air Brake Training
- A.T.U. Local 569 Agreement
- Bus Roadeo Manual
- Bylaw Officer Manual
- City Policy and Procedures Manual
- Control Panel Manual
- CPR Training Manual
- Criminal Code of Canada
- C.S.U. 52 Collective Agreement
- DATS Computer System Manual
- DATS Driver Training Manual
- Defensive Driving Course Manual
- Design Standards
- Destination Signs
- Dispatch Computer Systems
- Drawing Manual
- Edmonton Transit Instruction Manual
- Edmonton Transit Policy and Procedures
- Edmonton Transit Rail Division Rule Book
- Edmonton Transit Service Guidelines
- Edmonton Transit Systems Operations Manual
- *Electrical Protection Act*
- Emergency Manual
- Financial Procedures Manual
- First Aid and CPR Training
- Fundamentals of Modern Safety Management
- Health and Safety Policy
- Industrial Accident Procedures Manual
- Inspector Guide
- Instructor's Guide
- Instructor's Training Manual
- LRT Inspector's Manual
- Maintenance Practices Bulletins
- Manufacturer's Manual
- Monthly Maintenance Manual
- Operators Information Manual
- Operations Manual for BBC Trolley Coach
- Operator Manual
- Operator Training Manual
- Operator Information Manual
- Para Transit Procedures
- Para Transit Training Manual
- Purchasing Instructions
- Risk Management Manual
- Servicing Standards Manual
- St. John's Ambulance (First Aid)
- Standard Operating Practices
- Transit Ambassador I and II
- Workers Compensation Board Procedures Manual

Edmonton Transit System Advisory Board

Mandate

The purpose of this board is to advise City Council, the Transportation and Streets Department and Edmonton Transit on ways to improve public transit.

Contact: Karin Lauderdale

Telephone: (780) 496-1656
Fax: (780) 496-1670

Streets Engineering Branch

Streets Engineering is responsible for the design, construction and maintenance of a safe and sustainable roadway network for the public in support of commerce and community. The branch delivers the following specific services: road maintenance, snow and ice control, design and construction, engineering services providing quality control, surveying and concrete recycling services. The branch is organized along functional lines and divided into the following sections:

- Engineering Services
- Roadway Design
- Roadway Construction
- Roadway Maintenance

- Engineering Services is responsible for all material quality assurance testing associated with roadway infrastructure. Asphalt, concrete, soils, metallurgy including testing and geotechnical services for the corporation is carried out by this section. Surveys for roadway associated work is also provided, including legal, cadastral and survey monument services to the corporation as a whole.
- The Roadway Design Section manages in-house and contract design of roadway related infrastructure such as roadways rehabilitation, reconstruction or new construction, bridge rehabilitation, streetscapes, retaining walls, snow storage sites, etc. This section is the corporate entity that maintains the single line street network on the GIS system and manages that utility for the city. All mapping and graphics associated with roadway network for internal and external customers are handled in this section. The transportation capital budget and project management of roadway related infrastructure is coordinated through Roadway Design.
- Roadway Construction is accountable for the construction of the roadway infrastructure. Contracts are assembled and tendered by this section and then delivered in the field. On-site engineering and inspection are provided through this section. Construction project management is provided by this group and also ensures that the private development of new residential, commercial and industrial subdivisions is carried out according to city specifications. This group manages local improvements assessment related to roadway infrastructure.
- The Roadway Maintenance Section operates out of five district yards located strategically around the city. Each yard is responsible for winter and summer road activities in their respective geographic areas. Repair of the roadway network includes road base, curbs, gutters, sidewalks, lanes, bikeways, railway crossings, bridges and related support structures. The section maintains pedestrian overpasses, bridges and tunnels, guard rails, wooden stairways, retaining walls and sidewalks. Snow and ice control includes sanding, plowing, and snow removal of the city's roadways, sidewalks and lanes. Winter debris from roadways and lanes are removed and disposed of in spring. Pavement infrastructure operates from the Central District Yard. A 24-hour customer inquiry office at (496-1700) is maintained from the Central District Yard and is responsible for fielding and dispatching calls as they relate to roadway and drainage network systems.

General Classes or Types of Information

This category contains information relating to the design and construction of roadways and structural projects, civil engineering projects and technical tests associated with the projects:

- Aerial photographs
- Asphalt plants
- Bid tables
- Bridge painting
- Bridge plans
- Building lot grades
- Certificates for Payment
- Commercial agreements
- Contract quality reports
- Construction completion certificates
- Construction estimates
- Consultants agreements
- De-icing materials
- Easements
- Encroachment agreements
- Entrance feature agreements
- Environmental permits
- Final acceptance certificates
- Flood control
- Geotechnical reports
- Infrastructure Program
- Inspectors Daily Reports
- Legal copies of reports
- Line assessments
- Local improvements
- Municipal Improvement Agreements
- Municipal Improvement and Servicing Agreements
- Pavement designs
- Pipeline/Railway Crossing Permits
- Pipeline dig ups
- Project as-built drawings
- Project correspondence
- Project force account reports
- Project test results
- Railway/Pipeline Crossing Permits
- Recycled street sand
- Registered Plans (filed at Land Titles)
- Residential Servicing Agreements
- Road closures
- Roadway plans
- Snow dumps
- Special benefits
- Specifications
- Surveys
- Technical engineering reports
- Tender forms
- Tender recommendations

Personal Information Bank

- Communication Centre Data

Location: 10517 - 95 Street
Information Maintained: complaints/ concerns from the general public requiring repairs for road and related general structures from the general public requiring repairs for road and related general structures
Use: to address and rectify road repair or repairs to related structures
Users: Roadway Maintenance staff
Legal Authority: City Transportation Act, s.2, Municipal Government Act, s.532, Freedom of Information and Protection of Privacy Act, s.32

Manuals

- Geodat Instruction
- Geodimeter Instruction
- Operations Procedures Manual
- Public Works Procedure Manual
- Roadway Operations Performance Control
- System Manual
- Snow Removal and Ice Control Manual
- Technical Standard

Traffic Operations Branch

The Traffic Operations Branch is responsible for the operation of Edmonton's street network. This includes streetlights, traffic signals, timing designs, detours, permits, speed and traffic bylaws, street furniture and special events, such as parades and block parties. The branch is also responsible for parking programs, traffic safety initiatives, signs (traffic and detour signs, including design, construction and placement), and parking meters. The Traffic Operations Branch consists of four sections:

- Detours, Permits and Bylaws
- Signals and Street Lighting
- Signs, Markings and Parking
- Traffic Shop

Detours, Permits and Bylaws
is composed of three units: Detours, Permits, Traffic/Speed Bylaws, and Truck Traffic control.

- Detours and traffic control regarding construction or special events (e.g. Klondike Days) are provided by the Detours unit. Information releases related to detours or construction durations are also administered by this area. The unit also provides detour seminars to private construction contractors, agencies, and city workers to educate them of the proper safety procedures for setting up detours on city streets.
- Permits are issued for On-Street Construction and Maintenance (OSCAM), overdimensional and overweight trucks, hoarding, parking, residential parking, commercial vehicle decals and block parties. OSCAM permits are a means of controlling and monitoring the construction and maintenance activity on city streets. Permits are required for:
  - all work involving excavation of streets, sidewalks and boulevards
  - non-excavation work that interferes with traffic flow on arterial roadways during the peak traffic hours of 07:00 – 09:00 and 15:30 – 18:00 Monday through Friday
  - all work on city streets lasting longer than four hours at one location
  - street furniture contracts are also managed by the area

Bylaw 5590 and Speed Bylaw 6894 are amended a minimum of three times per year. Both bylaws are consolidated and printed in booklet form. Street furniture contracts are also managed by this area.

Truck traffic control involves issuing the Truck Route Map showing the designated truck routes throughout the city, providing truckers with information on the Traffic Bylaw 5590 restrictions, overweight/overdimensional permits, dangerous goods movements and seasonal road ban restrictions.

Signal and Street Lighting
comprises four sections: Signal and Street Lights, Signal Timing Design, Traffic Control Centre and Street Lighting.

The Signals and Street Lights unit designs and schedules the installation, rehabilitation and replacement of signals and street lights. All power operated traffic control devices such as variable message signs, traffic signals and pedestrian crossing yellow amber flashers and signals are administered by this group.

The Signal Timing area evaluates intersection performance; then designs and implements signal timing or intersections and signalized pedestrian crosswalks.

There are 580 full traffic signals, 220 pedestrian signals, and 210 pedestrian amber flashers in the city. Of these, 490 traffic signals and pedestrian signals are tied to the central computer control, monitored on a regular basis and inspected for proper operation. Any traffic controller malfunctions or problems that involve repair or other maintenance are carried out either on-site or at the centre.

The Streetlighting Group is responsible for the installation, operation, maintenance and administration of the overall street lighting system.

General Classes or Types of Information

The operational records maintained relate to Traffic Operations:

- Daily parking meter problems
- Operational and administration files
- Operator safety related training
- OSCAM permits, truck permits, moving permits
- Parking meter revenue records
- Safety orientation for new employees
- Sign requests/installations
- Signal timing requests
- Traffic shop work orders

Manuals

- Bylaw 5590, Traffic Bylaw
- Bylaw 6894, Speed Bylaw
- Input/Output Manual
- On Street Construction Manual

Personal Information Bank

- Traffic Operations Inquiries

Location: Branch Office, 15th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: inquiries on traffic signs, signals, street lighting, pavement markings, speed limits, parking restrictions, detours, traffic bylaw
Use: to respond to requests for installation or removal of traffic control devices and information needs of citizens and companies
Users: staff within the Traffic Operations Branch; may include other staff within the Transportation and Streets Department and other city departments
Legal Authority: Highway Traffic Act, s.14-16, s.139, s.174-175, Municipal Government Act, s.7

- Permits

Location: Branch Office, 15th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: requests for truck permits, overweight and oversize permits, moving permits, on street construction permits, block party permits, commercial vehicle decals, restricted residential parking permits
Use: to control the truck traffic movements, construction activities and parking on Edmonton roads.
Users: staff within the Traffic Operations Branch; may include other staff within the Transportation and Streets Department and other city departments
Legal Authority: Highway Traffic Act, s.16-17, Municipal Government Act, s.8

- Signals Control Centre

Location: 16th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: complaints or concerns from the general public regarding traffic control related issues.
Use: to address the issues raised and implement changes where necessary

Users: Traffic Operations staff and other city staff
Legal Authority: Highway Traffic Act, s.14-15

Signs, Markings and Parking
comprises four units: Signs and Information, Pavement Markings, Parking, and Traffic Safety and Education.

- Signs and Information administers all signage for road rights-of-way. The area coordinates field labour crews with signage installation. Services provided include Geographic Based Information System (GBIS) recording for traffic signals, sign structures, pavement markings and traffic control signs, utility search and layouts, training miscellaneous Computer Aided Design and Drafting (CADD) products.
- Pavement Markings provides design approval, project management and inspection of pavement marking installations in the city. The area also coordinates and administers the annual maintenance program, which involves installing markings on new roads, replacement or upgrading of existing ones.
- Requests for specific parking and loading requirements including parking for the disabled, loading zones, time restricted parking zones and parking bans are reviewed and implemented by the parking unit. This group administers the residential parking programs in the city including issuance of permits, public notification of programs, and coordinates signage installation.
- Services delivered by the Traffic Safety and Education Unit include assessment of traffic related safety concerns, analysis of high collision and fatality locations, traffic related safety issues at schools, development and operation of public awareness traffic safety programs.

Traffic Shop
is responsible for the manufacture, installation, and maintenance of sign support structures and traffic control barricades and signs. This section plans the purchasing of materials and resources required to carry out its functions. The Traffic Shop Section comprises three areas: Sign Shop, Parking Meter Shop, and Paint Shop.

The Parking Meter Shop collects parking meter revenue, installs and maintains parking meters.

The Sign Shop designs and manufactures all city signs, billboards, busboards and banners for various city sponsored programs. Crews also set up road detours.

The Paint Shop does the painting of lane markings on city roads.

Transportation Planning Branch

The Transportation Planning Branch responds to the public's present and future transportation needs through the production of implementation plans that:

- assess, plan and provide safe, efficient and cost effective solutions to transport issues
- promote and provide an avenue for public input on community, environmental and mobility concerns.
- protect the integrity of the transportation system

The branch is organized along functional lines into seven sections:

- Development Review
- Facility Planning
- Forecasting and Assessment

- Monitoring Services
- Right of Way Management
- System Planning
- Traffic Planning

- The Development Review Section is responsible for reviewing development plans including area structure plans, and subdivision plans to ensure proposed developments provide an adequate pedestrian and vehicular transportation network. Responses are provided on behalf of the department. Planning improvements to the bicycle system are also provided.
- Planning transportation facilities (roadway, LRT, transit centres) and providing drafting support to the branch are the primary responsibilities of the Facility Planning Section. Projects deemed to be feasible following public review are implemented through the Capital Priority Plan.
- The Forecasting Assessment Section carries out two main functions: (a) coordinating the department's annual and five year capital budgets, and (b) developing and maintaining transportation analysis for short to long term planning, through the use of computer models to forecast the transportation impact of changes in land use and/or the transportation network conditions.
- Collecting data used to evaluate the safety utilization and condition of the city's transportation network is the responsibility of the Monitoring Services Section. The data collected provides the basis for projecting future travel demand.
- The Right of Way Management Section is responsible for approving non-transportation uses within the road right of way, including utility line assignments, licensing for temporary uses (parking, sidewalk cafes) and ensuring no conflict occurs between users of the right of way.
- The development and implementation of a new Transportation Master Plan is the primary task of the Systems Planning Section. The project encompasses all modes of urban transportation (walking, cycling, auto, public transit and the movement of goods); and is used to guide short and long term transportation system decisions made by the city. The section also provides policy and system planning studies.
- The Traffic Planning Section has three functions: (a) strategic planning to solve problems involving neighbourhood traffic, traffic control systems and capacity problems; (b) evaluating and programming capital improvements for the Traffic/Pedestrian Signal Program and the Miscellaneous Minor Construction Program; (c) evaluating and programming improvements for pedestrian accessibility (pararamps, sidewalks, and crosswalks)

All aspects of the Transportation Planning Branch involve significant interaction with the public, as well as others (development industry, consultants, etc.).

General Classes or Types of Information

The operational records maintained relate to Development Review, Facility Planning, Forecasting and Assessment, Monitoring Services, Right of Way Management, System Planning and Traffic Planning:

- Assessment files
- Avenues CADD files
- Central business district cordon count
- Collision statistics
- Developments

- Facility plans
- Five Year Construction Program
- Five Year Transportation Capital
- Forecasts documentation
- Licenses of Occupation
- LRT boarding
- LRT Transit
- Named Roads
- Neighbourhood files
- Parking Inventory
- Pavement Investment Strategy
- Project Terms of Reference
- Rights of Way
- Special project files street
- Streets
- Traffic volume
- Transit boarding
- Transit load counts
- Transportation assessments
- Transportation Master Plan information flyers
- Transportation Master Plan technical reports
- Transportation model calibration
- Transportation system bylaw amendments
- Travel survey data
- Turning movement counts

Personal Information Bank

- "Household Travel" Survey

Location: 13th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: public's input to daily travel patterns from various households
Types of Individuals Included: survey respondents
Use: Transportation Planning staff
Legal Authority: City Transportation Act, s.3- 4, Freedom of Information and Protection of Privacy Act, s.32

- "Key Choices" Survey

Location: 13th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: public's input to key issues regarding the Transportation Master Plan
Types of Individuals Included: survey respondents
Use: to provide input to the Transportation Master Plan
Users: Transportation Planning staff
Legal Authority: City Transportation Act, s.3-4, Freedom of Information and Protection of Privacy Act, s.32

- "Key Choices" Worksheets

Location: 13th Floor, Century Place, 9803 - 102A Avenue
Information Maintained: public attitude, values, and opinions regarding key issue categories for public transportation
Types of Individuals Included: worksheet respondents
Use: to provide input to the Transportation Master Plan
Users: Transportation Planning staff
Legal Authority: City Transportation Act, s.3-4, Freedom of Information and Protection Act, s.32

Manuals

- Bylaw 11778, Being a Bylaw to Establish a Transportation System for the City of Edmonton
- Bylaw 7255, The Noise Abatement Bylaw
- Canadian Capacity Guide for Signalized Intersections
- Facility Planning Guidelines
- Highway Capacity Manual
- Manual for Geometric Design Standards
- Canadian Guide to Neighbourhood Traffic Calming

APPENDIX A

Civic Departments (with affiliated Boards, Committees and Agencies) included in the City of Edmonton FOIP Administrative Structure

1. Asset Management and Public Works (Diana Roth)
- Non-Profit Housing Corporation

2. Community Services (Ellen Edwards)
- Advisory Board on Services for Persons with Disabilities
- Community Services Advisory Board
- Edmonton Aboriginal Urban Affairs Committee
- Edmonton Historical Board
- Kinsmen Park Advisory Committee
- Landlord and Tenant Advisory Board
- Peer Review Panel for the Tax Status of Non-Profit Organizations
- Safer Cities Initiatives Advisory Committee

3. Corporate Services (Lily Anderson)
- Assessment Review Board
- Disaster Services Committee
- Subdivision and Development Appeal Board
- Any Council Committee established for a specific task that automatically terminates on the completion of the task

4. Emergency Response (Donna Borejko)
- Disaster Services Agency
- Emergency Medical Services Medical Advisory Committee

5. Human Resources (Ken Kreklewetz)

6. Office of the City Manager (Brenda Waluk)

7. Planning and Development (Jim Guthrie)
- Downtown Advisory Committee
- Names Advisory Committee

8. Policing Services Division of the Investigative Services Bureau, Police Services
- Parking Enforcement & Tag Administration Section (Linda Letendre)
- Licensing Section (Pat McCall)

- Bylaw Investigations/Enforcement Section (Laureen Hanlon)
- Animal Control Section & Traffic/Animal/Parking Unit (Cindy Haley)
- Edmonton Taxi Cab Commission

9. Transportation and Streets (Karen Gullion)
- Edmonton Transit System Advisory Board

APPENDIX B

Boards, Committees and Agencies NOT included in the City of Edmonton FOIP Administrative Structure

1. City of Edmonton Police Service, except the Policing Services Division of the Investigative Services Bureau

2. Economic Development Edmonton

3. Edmonton Police Commission (Robert Dolsky)

4. Edmonton Public Library Board

5. EPCOR Utilities Inc. or any of its subsidiaries (exempt)

6. Boxing and Wrestling Commission (Ron Hayter)

7. Business Revitalization Zones
   - Alberta Avenue
   - Beverley
   - Downtown Business Association
   - Fort Road
   - Inglewood
   - Kingsway
   - Old Strathcona
   - 124 Street

8. Community Lottery Board (Josh Keller)

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